

General Conditions

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Our Commitment To Privacy

We are family-owned and take care to protect your contact information as we would want others to protect ours. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available by link from our homepage as well as at the top of most pages throughout our website at www.gabycleuren.com

The Information We Collect

This notice applies to all information collected or submitted on the GABYCLEUREN.COM website. On some pages, you can order products, and register to receive materials or notices of new works of special interest. The primary methods of contact are through : 1. the "Contact Us" web form located on the catalog portion of our website at GABYCLEUREN.COM; 2. by phone at +32 477 280 562 and 3. by email to us at "mailto:wil@gabycleuren.com" or 4. by postal mail to us at : Gaby Cleuren, Van Landghemstraat 20 B-9100 SINT-NIKLAAS Belgium.

The types of personal information collected are:

Name, Address, Email address, Phone number, Credit/Debit Card Information (etc.) and (in some cases) Collecting interests, wants and requests (as specified by collector)

On some pages, you can submit information about other people.

For example, if you order a gift online and want it sent directly to the recipient, you will need to submit the recipient's address. In this circumstance, the types of personal information collected are:

Name, Address, Phone Number.

The Way We Use Information

We use the information you provide about yourself when placing an order only to complete that order.

We do not share this information with outside parties except to the extent necessary to complete that order (such as relevant contact with shipping agents such as UPS and USPS).

We use the information you provide about someone else when placing an order only to ship the product and to confirm delivery. We do not share this information with outside parties except to the extent necessary to complete that order.

We offer gift-cards by which you can personalize a product you order for another person. Information you provide to us to create a gift-card is only used for that purpose, and it is only disclosed to the person receiving the gift.

We use return email addresses to answer the email we receive such as responding to questions, requests for additional photos, to send tracking numbers, and in some cases to notify collectors of new acquisitions of items of expressed interest.

Such addresses are not used for any other purpose and are not shared with outside parties.

You can register with our website or contact us by phone or email if you would like to receive gallery information as well as updates on our new acquisitions and services. Such information, including any information regarding your collecting interests is maintained in confidentiality and used for our reference when items of special merit relating to your expressed or demonstrated interests are acquired and where you may have expressed interest in being notified of such items.

Beyond keeping accurate shipping and transaction records, our only other goal and intent for use of this limited data is better customer service through better understanding of your collecting needs and interests. (Providing you with emailed photos of a new acquisition --a "first look" at an item of your expressed special interest--is typically the limit of our use of personal data beyond basic record keeping.)

We may use non-identifying and aggregate web statistics / website usage information to better design our website and enhance the more popular features. Unlike many sites, we do not accept outside advertising on our website so no such web usage data is provided by us to anyone outside our family / our company.

Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

Our Commitment To Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Our Commitment To Children's Privacy

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 13, and no part of our website is structured to especially attract anyone under 13, although the entire public is welcome to enjoy the many beautiful, varied and historically important works of the Native peoples of North America displayed in these pages.

How You Can Correct Your Information

While your shipping and contact information is updated at times of purchase or shipment, you are welcome to email us at "mailto:info@gabycleuren.com" with address correction or other relevant contact information updates at any time. Please note "address correction requested" in subject line. To protect your privacy and security, we will also take reasonable steps to verify your identity before making corrections.

How To Contact Us

Should you have other questions or concerns about these privacy policies, please email us at info@gabycleuren.com

Returns

Unless otherwise specified by Gaby Cleuren gallery in writing, internet customers may examine purchases for up to seven (7) days from customer's receipt of delivery (per UPS shipping records) and may place purchased item (s) in return shipment anytime in this seven day examination period for a full refund (minus shipping). Customers are responsible for purchasing shipping insurance at the full purchase price for any items to be returned.

Damaged in shipment

Upon delivery receipt, customers should immediately and carefully open shipment preserving ALL shipping materials (including any and all double boxing, all bubble wrap, all Styrofoam etc.) until customer determines that both

- a.) the item has not been damaged in shipment and
- b.) the customer is NOT returning purchased item (s).

If item is found damaged from shipment, please retain ALL packing materials and call us at +32 477 280 562 . We will arrange for UPS to pick up the damaged item from you in its original wrapping materials and upon verification with UPS, provide you with a refund.

Documentation of Authenticity

A professional document of authenticity on letterhead, suitable for insurance and archival purposes, is available upon request at the time of purchase. After shipment of item, documents are available for a modest fee--please e-mail or mail photos and measurements with your documentation request for a free quote on documentation services.

Questions & Comments

Please send your questions and comments to us at info@gabycleuren.com

Item Unavailability

Although we do everything to maintain the accuracy of the website inventory, on rare occasions items listed as available on our website have actually sold or are no longer available for another reason. In these cases, you will be notified and an immediate refund will be made.