

Please note that by using SolidNature Interior Fragrance you agree to comply with the following terms and conditions.

Privacy policy

Any information you give to SolidNature will be handled with the utmost care. We will only use the information provided lawfully. We will only email you in the future if it is directly relevant to an order or if you have signed up to our newsletter. We do not store credit card details nor do we share customer details with any 3rd parties.

Availability

All items are subject to availability. We will inform you as soon as possible if the goods ordered are no longer available. Some products may not be available immediately but can be pre ordered and will be labeled as such.

One of a kind

The products are handmade and their quality reflect unique standards of production based on singular craftsmanship and bespoke finishings. Being a handmade and natural material the final product may vary compared to the images on the website. Onyx is a metamorphic and organic rock, in consequence, each product is unique due to its natural diversity.

Returns

All items can be returned or exchanged if they have not been used. If you wish to return an item, you must contact us within 7 days of receiving the parcel by email at shop@solidnature.com. All goods returned must be as new, unused and in their original packaging. Upon return, the goods will be inspected and a refund made within 14 days.

Returns procedure

To return a product to us:

1. Contact us by email at shop@solidnature.com within 7 days of receiving the parcel. Include your name, address and the order number. Do not send anything until you have confirmation from us.
2. Pack all items with your invoice in their original packaging. Ensure that the packaging is secured, as we will not be able to make a refund for items damaged in return transit.
3. Ship to:
SolidNature
Aalsmeerderweg 249-A
1432CM Aalsmeer, The Netherlands
4. We are not liable for lost return parcels. Therefore we recommend that you obtain a Certificate of Posting in case the parcel fails to reach us. We strongly advise you to insure the package in case it is damaged in transport.
5. Once received, we will inspect the goods within 3 business days and if their condition matches our requirements (that is: "as new, unused and in their original packaging"), refund will be made within 14 business days. We will send you an email confirming your exchange will be made within 14 business days.
6. Please note that any return shipping costs will be covered by you.

Cancellation of order

Cancellation of orders should be made within 24 hours of order confirmation online.
A later cancellation may not be possible, since we endeavor to ship the goods immediately.

Changes to terms

These terms are subject to change without prior notice