



Terms and Conditions

These terms and conditions apply to every offer, quotation, and agreement between Side Quest Studio and a Client to which Side Quest Studio has declared these terms and conditions applicable, insofar as the parties have not expressly deviated from these terms and conditions in writing.

Article 1 – Definitions

In these Terms and Conditions, the following definitions apply:

1. **Side Quest Studio:** the legal entity operating the webshop and providing products and services.
2. **Customer:** any natural person acting for purposes outside their trade, business, craft, or profession, or any legal entity entering into an agreement with Side Quest Studio.
3. **Webshop:** the online store operated by Side Quest Studio.
4. **Products:** all goods offered via the webshop or on the basis of a quotation.
5. **Standard products:** ready-made, non-customised products offered directly via the webshop.
6. **Personalised products:** products custom-designed, produced, or modified according to the customer's specifications, including custom prints, apparel, and 3D-printed items.
7. **Quotation:** a written or digital offer for personalised products.
8. **Agreement:** the contract concluded between Side Quest Studio and the customer.

Article 2 – Applicability

1. These Terms and Conditions apply to all quotations, offers, agreements, and deliveries of Side Quest Studio.
2. Deviations are only valid if explicitly agreed in writing.
3. The applicability of any purchasing or other conditions of the customer is expressly rejected.
4. If any provision is invalid or unenforceable, the remaining provisions remain fully applicable.



Article 3 – Offers and quotations

1. All offers are without obligation unless explicitly stated otherwise.
2. Quotations for personalised products are valid for 14 days from the date of issue.
3. A quotation does not oblige Side Quest Studio to perform future work at the same price or under the same conditions.
4. Side Quest Studio may withdraw or amend an offer if production has not yet started.
5. Obvious errors or mistakes in quotations or offers do not bind Side Quest Studio.

Article 4 – Formation of the agreement

1. For standard products, the agreement is concluded upon completion of the order and payment via the webshop.
2. For personalised products, the agreement is concluded after written or digital acceptance of the quotation.
3. Amendments requested after acceptance may result in additional costs and extended delivery times.
4. Approval of a design, proof, or mock-up means acceptance of the final result.

Article 5 – Prices

1. All prices are stated in euros and include VAT unless stated otherwise.
2. Shipping costs are stated separately.
3. Side Quest Studio may adjust prices due to changes in material costs, taxes, or other external factors.
4. Import duties, customs charges, and local taxes for international deliveries are always borne by the customer.

Article 6 – Payment

1. Payment must be made using the payment methods offered by Side Quest Studio.
2. Post-payment is possible via Klarna with a payment term of 14 days, subject to approval.
3. If payment is not made on time, the customer is automatically in default.
4. In such cases, statutory interest and reasonable collection costs may be charged.

Article 7 – Retention of title

1. All delivered products remain the property of Side Quest Studio until full payment has been received.
2. If the customer fails to fulfil payment obligations, Side Quest Studio is entitled to reclaim the products at the customer's expense.



Article 8 – Delivery and transport

1. Products are delivered to the address provided by the customer.
2. Shipping costs are borne by the customer, unless stated otherwise.
3. Transport insurance is only included if explicitly stated.
4. The risk of loss or damage transfers to the customer upon delivery.

Article 9 – Delivery time

1. Delivery times are indicative and depend on product type, availability, and production time.
2. Personalised products generally have longer delivery times due to custom production.
3. Exceeding an estimated delivery time does not entitle the customer to compensation or cancellation.

Article 10 – Force majeure

1. Side Quest Studio is not liable for failure to fulfil obligations due to force majeure.
2. Force majeure includes, but is not limited to, natural disasters, pandemics, government measures, transport disruptions, supplier failures, or technical malfunctions.
3. During force majeure, obligations may be suspended or terminated without liability.

Article 11 – Right of withdrawal

1. The customer has the statutory right to withdraw from the agreement within 14 days after receipt of standard products.
2. The right of withdrawal does not apply to personalised products, as these are made according to the customer's specifications.

Article 12 – Consequences of withdrawal

1. If the customer withdraws from the agreement for standard products, all payments received will be refunded.
2. Refunds are made within 14 days after receipt of the withdrawal notice.
3. The costs of return shipping will not be charged to the customer.

Article 13 – Returns and exchanges

1. Returns are accepted only for standard products within the statutory withdrawal period of 14 days.
2. Products must be returned in original condition as far as reasonably possible.
3. Exchanging products is not possible.
4. Return shipping costs are charged to the customer.



Article 14 – Warranty

1. Side Quest Studio guarantees that products comply with the agreement and statutory requirements.
2. Statutory warranty under Dutch law applies to standard products.
3. For personalised products, warranty applies only to manufacturing defects.
4. Warranty does not cover defects caused by:
 - a. approved designs or specifications;
 - b. incorrect use or maintenance;
 - c. normal wear and tear;
 - d. incorrect or incomplete information provided by the customer.
5. Defects must be reported within a reasonable time after discovery.

Article 15 – Liability

1. Side Quest Studio is not liable for damage caused by incorrect information or materials supplied by the customer.
2. Side Quest Studio is not liable for minor deviations inherent to custom or handmade production.
3. Liability is limited to the amount paid for the product concerned, unless mandatory law provides otherwise.

Article 16 – Complaints

1. Complaints must be submitted in writing with a clear description to info@sidequeststudio.nl within 14 days after delivery of the item.
2. Failure to report defects in time may result in loss of rights.

Article 17 – Intellectual property

1. All intellectual property rights relating to designs, texts, and products remain with Side Quest Studio, unless agreed otherwise.
2. The customer guarantees that supplied materials do not infringe third-party rights.

Article 18 – Suspension and Termination

1. Side Quest Studio may suspend or terminate the agreement if the customer fails to meet obligations.
2. Any resulting damages may be recovered from the customer.

Article 19 – Governing law

All agreements are governed exclusively by Dutch law.