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You have the right to change your mind and return without reason physical items purchased on the website. You shall notify us before postal returning within seven (7) days after the date of its arrival. Items must be unopened and unused, and be returned undamaged and at your charge within thirty (30) days after the date of the notification to be eligible for refund. Items have to be returned to the address: Poem / Jérôme Knebusch, Mainzer Landstraße 105 HH, D-60329 Frankfurt am Main. If an item you have ordered arrives damaged, it must be notified within seven (7) days after the date of arrival and this documented sufficiently with photos to be eligible for a refund. All digital purchases are final and can not be refunded. If defective and notified within seven (7) days after the date of purchase, we will provide you with a new download link for the files.

### Shipping

Shipping is provided with German Post and DHL. You will be notified when the items are leaving our office, within seven (7) days after the date of order. Shipping time varies from country to country and can't be calculated precisely. Please contact your local post office for approximative shipping delays. If you haven't received your order after thirty (30) days after the departure notification, please take contact to be eligible for a refund. If the shipping address you provided was incorrect and the package is returned, a new shipping charge shall apply for resending the order.

### Prices, currencies and taxes

Prices of products may contain errors and are subject to change without notice. All products are charged in Euros and include all applicable taxes. For shipping outside EU, local taxes may apply, which are at the charge of the recipient and are charged once the parcel reaches its country of destination. For more information about your country's custom policies, please contact your local customs office.

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### Newsletter

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