



General Terms & Conditions

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Designer | Wall Art | Product Design | Customized High-End Wallhangings

(Version April 2025)

Milla Novo is a Dutch proprietorship. Registered at the Chamber of Commerce under number 68407181.

These General Terms & Conditions apply to all offers, quotations, webshop orders, and agreements between Milla Novo and clients (both consumers and businesses).

1. Contact Details

Milla Novo

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2. Definitions

- Client: A person or entity purchasing goods or services from Milla Novo.
- Order: Any custom, webshop, or non-custom product or service provided by Milla Novo.
- Agreement: Any verbal, written, or webshop-based contract between Milla Novo and the client.
- Force Majeure: External circumstances beyond control, including illness or supply issues.
- Down Payment: The upfront payment made to start production, which is non-refundable.

3. General Terms

1. Milla Novo provides bespoke, handmade high-end wall hangings and designs.
2. These terms apply to all offers, webshop orders, and follow-up orders.
3. Client terms and conditions are explicitly rejected.
4. Acceptance of a quote, webshop order, email confirmation, or verbal agreement indicates client



acceptance of these terms.

4. Order Confirmation & Payment

1. An agreement is confirmed once the client accepts the quote or completes a webshop purchase.
2. A non-refundable down payment of 50% is required to start the order (for custom work). This covers time and materials.
3. The remaining 50% is invoiced before shipping.
4. Payment must be made within 7 days of invoice date.
5. Late payments incur statutory interest and additional recovery costs.
6. Products will only be delivered after full payment is received.

5. Returns & Cancellations

1. All sales are final.
2. No returns are accepted. Each piece is custom-made.
3. Webshop items are also non-returnable unless defective.
4. The client may cancel the order within 14 days, but the down payment is non-refundable.
5. If materials have already been purchased or production has started, additional cancellation fees may apply.
6. Milla Novo reserves the right to cancel or reschedule an order due to illness or unforeseen circumstances.

6. Delivery

1. Delivery time is discussed with the client prior to the order or indicated in the webshop.
2. Delivery times are indicative and not guaranteed.
3. Risk transfers to the client upon shipment.

7. Intellectual Property

1. All designs and products remain the intellectual property of Milla Novo.
2. Clients are not permitted to alter or reproduce the designs without written permission.
3. Milla Novo reserves the right to use images of completed works for promotional purposes, unless the client objects in writing.

8. Liability



1. Milla Novo is not liable for indirect damage, misuse, or third-party delays.
2. Liability is limited to the value of the order or insurance coverage.

9. Privacy

1. Personal data is handled according to GDPR regulations.
2. Client information is used solely to complete the order or meet legal obligations.

10. Final Provisions

1. All agreements are governed by Dutch law.
2. Disputes shall first be attempted to resolve through mutual consultation.
3. If not resolved, disputes will be submitted to the competent court in Haarlem, NL.

By placing an order, the client agrees to these Terms & Conditions.

For the most current version, visit: www.millanovo.com

11. Workshops

1. Participation in workshops organized by Milla Novo is only confirmed after full payment is received, unless agreed otherwise.
2. In case of cancellation by the participant:
 - Up to 14 days before the workshop, 50% of the participation fee will be refunded.
 - Within 14 days before the workshop, no refund will be given.
3. If a participant is unable to attend, they may send a substitute, provided Milla Novo is notified in writing in advance.
4. Milla Novo reserves the right to cancel or reschedule a workshop due to insufficient participants, illness, or force majeure.
 - In case of cancellation by Milla Novo, the full fee will be refunded.
5. All materials, handouts, and techniques shared during the workshop remain the intellectual property of Milla Novo and may not be reproduced or commercially used without permission.
6. Participation in a workshop is entirely at the participant's own risk. Milla Novo is not liable for damage, loss, or theft of personal belongings or injury during the workshop.