



## TERMS OF SERVICE

### 1. DEFINITIONS

#### 1.1. Sunny Little

The business by Zanna van Vugt, offering products and services art, tools and guidance.

#### 1.2. Client

Any person or entity that enters into an agreement with Sunny Little for the use or purchase of products or services.

#### 1.3. Agreement

The agreement between Sunny Little and the client, including offers, orders, products, services, and terms.

#### 1.4. Services

Art services, personal readings, orthomolecular therapy, and other services.

#### 1.5. Products

Physical and digital items, such as art pieces, tools, and digital readings.

#### 1.6. Art

Physical and digital art pieces and design services.

#### 1.7. Tools

Workbooks, guides, templates, planning tools, educational posters, guided meditations.

#### 1.8. Guidance

Coaching, orthomolecular therapy, and readings (tarot, human design, astrology).

### 2. APPLICABILITY

2.1. These Terms of Service apply to all agreements between Sunny Little and the client. By using Sunny Little's services, the client acknowledges and accepts these terms and agrees to hold Sunny Little harmless from any claims arising from engaging in these services.

2.2. Deviations from these Terms are only valid if explicitly agreed in writing by both parties.

### 3. OFFERS AND ACCEPTANCE

3.1. Offers will be provided, when Sunny Little accepts the client's written offer request.

3.2. Offers made by Sunny Little are valid for the specified period in the offer.

3.3. A contract is concluded when the client accepts the offer.

#### 4. GENERAL OBLIGATIONS

- 4.1. Sunny Little commits to providing services with due care and professionalism as expected from a reasonable practitioner in the respective fields.
- 4.2. Clients must ensure that all necessary information, materials, or payments are provided promptly to facilitate the performance of services. Sunny Little is not responsible for any consequences, adjustments, or delays due to the the lack of these parts.
- 4.3. Clients must be 18 years or older to purchase our products and services.

#### 5. INTELLECTUAL OWNERSHIP

- 5.1. Sunny Little retains ownership of all intellectual property related to their products and services and may always showcase completed work, unless explicitly agreed otherwise.
- 5.2. Clients are granted limited use of purchased products or services, as agreed in the contract, and may not reproduce or modify these without written permission. Sunny Little is not liable for the misuse of any of their products and services.

#### 6. READINGS

- 6.1. All readings are for entertainment purposes only and are not a substitute for professional, financial, medical, psychiatric, or legal advice.
- 6.2. Information provided in readings is subject to interpretation, and Sunny Little is not liable for any actions taken based on readings.
- 6.3. Readings and related products are sold with the understanding that the client is responsible for seeking professional advice when necessary.

#### 7. ORTHOMOLECULAR THERAPY

- 7.1. Orthomolecular therapy services aim to improve health using nutrients and lifestyle advice but do not replace medical treatment.
- 7.2. Clients are strongly advised to consult with their primary healthcare provider before making significant changes to their diet, lifestyle, or supplement intake.
- 7.3. Sunny Little is not responsible for the outcomes of treatments taken without proper medical consultation.
- 7.4. Sunny Little does not guarantee specific results from orthomolecular therapy services, as individual responses may vary.
- 7.5. Sunny Little disclaims all liability for any adverse effects, damages, or issues arising from the use or misuse of recommendations or advice provided as part of the orthomolecular therapy services.

## 8. PAYMENTS

8.1. Payments must be completed within the specified timeline in the invoice. Late payments may incur interest and administrative fees.

8.2. Any work that Sunny Little has done for an agreement is non-refundable once started.

8.3. Additional work or revisions may incur extra charges.

## 9. SHIPPING POLICY

9.1. Products that are in stock we strive to process within 2 business days. Requests, print-on-demand and custom items we strive to process within 5 business days. Delays caused by Sunny Little will be communicated with the client.

9.2. Orders are shipped from the Netherlands with DHL or PostNL. Clients will be notified upon shipment. If possible, additionally they will be provided with a tracking number.

9.3. Estimated Delivery Times after shipment:

- Netherlands Standard Shipping DHL: 1-2 business days
- EU Standard Shipping DHL: 2-10 business days
- Rest of the World Standard Shipping PostNL: 2-25 business days

9.4. Sunny Little is not responsible for delays in transit. Refunds for delays will only be provided if the parcel is deemed lost in transit by PostNL or DHL. If your order exceeds the estimated time, contact [info@sunny-little.com](mailto:info@sunny-little.com) for assistance.

## 10. RETURNS & REFUNDS

10.1. Returns are accepted within 30 days of shipment. Items must be unused, in their original condition, and preferably in the same packaging.

10.2. To initiate a return, email [info@sunny-little.com](mailto:info@sunny-little.com) with your name, reference number, and reason for the return. Proof of purchase is required.

10.3. Refunds are issued upon approval of the return. Shipping fees for returns are non-refundable.

10.4. If items are damaged or incorrect, replacements or partial refunds may be offered. Provide photos and details for damaged goods.

## 11. CANCELLATIONS & RESCHEDULING

11.1. Cancellations or rescheduling of any appointment on the client's behalf must be requested at least 24 hours in advance.

11.2. Refunds for late cancellations are not guaranteed unless agreed upon in writing.

11.3. Cancellations or rescheduling of any appointment by Sunny Little are permitted at any point. The client will be informed about cancellation or rescheduling of the appointment.

## 12. LIABILITY

12.1. Sunny Little is only liable for direct damages resulting from intentional misconduct or gross negligence.

12.2. Liability is limited to the total amount paid for the product or service in question.

## 13. COMPLAINTS & DISPUTES

13.1. All agreements are governed by Dutch law. Disputes will be submitted to the competent court in the jurisdiction of Sunny Little.

13.2. If you have any complaints about Sunny Little, please contact [info@sunny-little.com](mailto:info@sunny-little.com).

## 14. AMENDMENTS

14.1. Sunny Little reserves the right to amend these Terms. Clients will be notified of changes in advance.

For questions or concerns, please contact [info@sunny-little.com](mailto:info@sunny-little.com).