

# Terms & Conditions

## General Conditions

A Framer Framed Friend (later also referred to as 'Friend' or 'donor') must be at least 16 years old. A Friend guarantees that the information he/she provided during the application procedure (amongst which personal details such as name and e-mail address) are complete and correct. It is not allowed to become a Framer Framed friend using a false name, or using the name or e-mail address of someone else.

## Payment

Your donation will be withdrawn from your bank account directly after registration, through a direct debit. This payment will be executed by [Mollie Payments](#) (when you have registered through the campaign website) or through Framer Framed's bank, Triodos (when you have registered through the campaign flyer). After the first payment, there will be a direct debit of your donation, every month around the same day.

If the direct debit from your account does not succeed, we will attempt to debit the amount again the following month. If the payment fails again, we will contact you and pause your Framer Framed Friendship, until the delayed payment has been done.

Framer Framed will not be held responsible for registrations using other people's bank account. If you use a bank account number without informing the owner of the account, Framer Framed will pass your details on to the concerning bank.

Framer Framed reserves the right to unsubscribe you as a Framed Framed Friend, in case, for whatever reason, the direct debit is unable to complete for two months in a row. Your subscription as Framer Framed Friend will be activated, once the amount undue has been transferred to the Framer Framed account.

## Rewards

As a Framer Framed Friend, next to invitations to special events, you will receive a one time welcome reward. The first year (May 2019 – May 2020), this will be, for €5/month - €60/year, a cotton tote bag designed by InnaVisions and, for €10/month - €120/year, a cotton tote bag and limited edition A3+ print designed by InnaVisions. You are able to pick up this reward after you have subscribed as a Framer Framed Friend (for specific dates, see further on). This means that someone who became a member in May 2019, could receive the same reward as someone who gained membership in January 2020. However, the type of reward may change over time. From May 2020, new Friends may receive a different a reward after signing up, and so on.

The special reward - in 2019 the cotton tote bag designed by InnaVisions - can be picked up by the new Friend at the Framer Framed exhibition space from 4 June until 30 June 2019, at the address IJpromenade 2, 1031 KT, Amsterdam. Pick-up can be done during our regular opening hours (see website). Upon arrival, a Framer Framed host will ask you to show your ID-card and the confirmation e-mail of the Friendship. We assume that Framer Framed Friends will visit our exhibition space themselves. This will help us keep the cost and impact on the environment low. If you are really not able to pick up the reward personally, mailing by post will be an option. If this is the case, please let us know by e-mail through [friends@framerframed.nl](mailto:friends@framerframed.nl). If you are not able to pick up the reward before 30 June, you may collect it at our new location from the beginning of October. We will keep you informed on specific opening dates and address.

Invitations for previews of exhibitions, curator tours, and other special event will be sent to the e-mail address you specified during your subscription as Framer Framed Friend. These invitations are strictly personal and must be shown upon arrival at the specific event. At the door you might be asked to show your ID-card as well. However, it is possible to pay for the membership of someone else, as a gift. For these options please contact us through [friends@framerframed.nl](mailto:friends@framerframed.nl).

### **Minimum period and cancellation**

The minimum period for your Framer Framed Friendship is **one year**. This is in order to cover the minimal costs, such as that of the welcome gift. Unfortunately, as a foundation we cannot afford running the risk of making loss based on this support model. We hope for your understanding. The Friendship runs from the first day of the calendar month. Example: if you subscribe as a Friend on May 1, you will pay € 10 for the month May. Yet if you subscribe on May 20, you will also pay € 10 for the month May.

Your Framer Framed Friendship will be automatically renewed each month. After your first year as a Framer Framed Friend, you will have a cancellation period of one month. To cancel your Friendship, mail us at [friends@framerframed.nl](mailto:friends@framerframed.nl). To unsubscribe for the next month, your cancellation must be received on the 15<sup>th</sup> of the previous month at the latest. If you unsubscribe as a Framer Framed Friend on- or before the 15<sup>th</sup>, you will remain Friend until the end of that same month. If you unsubscribe later than the 15<sup>th</sup>, you will remain a Friend until the end of the next month, and the donation will still be taken from your account.

Framer Framed has the right to stop a membership immediately, in case the Friend provides false information to Framer Framed. Framer Framed has the right to modify these conditions. These modifications apply also to existing contracts. Framer

Framer Framed will inform the Friend about any important modifications through e-mail. If you have gained membership through a special campaign, the conditions might deviate. The Terms & Conditions have been sent to you by e-mail.

### **Adjustments personal details**

Any adjustments to your personal details are your own responsibility and must be submitted as soon as possible. Send your adjustments to: [friends@framerframed.nl](mailto:friends@framerframed.nl)

### **Contact**

If you experience any troubles, have any questions or wish to unsubscribe, you can e-mail to [friends@framerframed.nl](mailto:friends@framerframed.nl)

### **Our office address is:**

Until 30<sup>th</sup> May:

Framer Framed

Tolhuisweg 1, 1031 CL Amsterdam

Between 1<sup>st</sup> June and 1<sup>st</sup> August:

Framer Framed

Schaafstraat 21, 1021 KD Amsterdam

### **Privacy statement**

Framer Framed thinks your privacy is important. Your personal information will only be used to provide the best service possible and will be dealt with confidentially.

For more information, read our [Privacy statement](#).

### **Subscription and questions**

You can subscribe as a Framer Framed Friend through [this link](#). Currently, it is only possible to subscribe with a Dutch IBAN. Do you have any questions about these Terms & Conditions? Get in contact with us through [friends@framerframed.nl](mailto:friends@framerframed.nl).