

TERMS & CONDITIONS - Emotional Brands

GENERAL TERMS AND CONDITIONS

By ordering our products is implied that you are agreeing to abide Emotional Brands' terms and conditions as written below:

- The current list of prices replaces any other published before;
 - The prices always refer to one unit;
 - The VAT is not included in the price, so the legal tax must be added to the price;
 - Each piece is manually and individually **handmade in Portugal**, so small knots, stripes, color differences, marked and faint rings of wood grains are signs of genuineness and are not regarded as defects or deficiencies. There might be some slight differences from piece to piece.
- Halogens bulbs are not supplied.

PACKING AND SHIPPING

- The packing is always included in our price. We analyze piece by piece regarding the order specifications, and if we consider that it will need a specific packing, we'll do it by ourselves. Like all our pieces, also our packing is made with the best materials in the market to guarantee the maximum successful arrival of the goods.
- The transportation costs and insurance are not included;
- If the client pretends to transport the product(s) by his own method, Emotional Brands will be free from any responsibility due to the mentioned transport;
- Emotional Brands reserves the right to charge 20% extra of the value of transport for each transport deferred with less than 3 days ahead of the dispatch date;
- When receiving the pieces, you should check for any apparent damage inflicted in the packaging box and materials. Any piece's damage should be communicated during the first 48 hours after receiving the order. The photographic evidence of the damages should be sent by email to info@emotionalbrands.com.pt;
- After the complaint is justified by Emotional Brands, the piece will be integrally replaced, repaired or the product exchanged, in a time of delivery agreed with the customer.

PAYMENT CONDITIONS

Emotional Brands starts production after having the receipt confirmation at least 50% of the total amount. And the lead time starts counting after this day. The remaining amount shall be transferred 3 days before shipping the pieces.

All the pieces are Emotional Brands proprietary until the payment is done and confirmed to its full.

PAYMENT DETAILS

Beneficiary Name: RADIANTDETAIL, S.A.

Bank name: BPI

Account number: 3-5100624.000.001

NIB: 0010 0000 5100 6240 0017 2

IBAN: PT50 0010 0000 5100 6240 0017 2

SWIFT/BIC: BBPIPTPL

Bank Address: BPI - NOGUEIRA DA MAIA Travessa Sidónio Pais, 24, Fcç. A Lj. R/C F
4475-499 Maia – Portugal

LEAD TIMES

Production lead time is 10 to 12 working weeks and delivery is not included. Lead time for orders with COM/COL products only starts once the fabric arrives at our office and is properly identified. Emotional Brands is not responsible for delays in production or any fabric misuse if the fabric is sent without identification by the customer. For pieces with custom specifications or large quantities orders, Emotional Brands reserves the right to agree with the client on a lead time.

STORAGE FEES

Orders that accrue storage fees can not be released until the fees and the remaining balance are paid.

CONTRACT AND HOSPITALITY ORDER

Emotional Brands has the ability to customize its products and design and produce new products to satisfy contract specifications. These orders will need special pricing based on quantity and features. Please contact Emotional Brands for contract quotes.

WARRANTY POLICY

Emotional Brands provides a limited warranty (6 months warranty for hospitality projects and 2 years time for domestic use) against any manufacturer's defects. This means that Emotional Brands will fix free-of-charge any problems due to manufacturers, but no problems occurred due to wrong maintenance, cleaning, humidity and other pertinent factors.

Emotional Brands does not warrant: changes in surface finishes due to or exposure to light, damage from sharp objects or imprinting from writing instruments, or prolonged exposure to humidity.

Emotional Brands doesn't guarantee finishes against fading and oxidizing throughout the years. Color and finish variations and veining inherent in metal are considered to be the natural beauty of the material.

Upon confirmation of any defect, Emotional Brands compromises to replace the defective part or integrally piece, within a period agreed with the client. Any costs for packing and shipping are not covered under this warranty. To obtain the proper service under this warranty, the original purchase receipt must be kept.

Failure to comply with these requirements means that the right to complain will be forfeited. The buyer bears the risk for the goods being stored under normal conditions for furniture and for the conditions of the goods during storage.

CURRENCY AND EFFECTIVE DATE

This price list is valid from 07.02.2023 and cancels all prior price lists.

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