



SHOW ROOM : PARC INDUSTRIEL PAYSAGER DE TYBERCHAMPS
7180 SENEFFE (BELGIUM)

Parc Industriel Paysager de Tyberchamps 26
B-7180 SENEFFE - BELGIUM

Tel : + 32(0)64/84.27.70

Fax : + 32 (0)67 84.71.07

Email : info@fancyhomecollection.com

Website : www.fancyhomecollection.com

GENERAL CONDITIONS - AFTER SALES SERVICE

Terms of Delivery

We are selling in Ex-Works.

The freight charge is paid by the purchaser which means that the risk is transferred to him when the products leave our warehouse.

FANCY S.A. can't be held responsible for non-compliance or damages occurred during the transportation.

Deliveries are made to the address provided by the buyer, within the best time limit possible.

FANCY S.A. declines any responsibility in the event of late delivery or loss of an order by third parties or due to unforeseen circumstances.

The delay caused by public holidays and driving bans and this caused by exceptional events (street events, market, etc.) which make the delivery address inaccessible cannot be attributed to the carrier.

The additional costs resulting from the indication by the purchaser such as a wrong or non-existing delivery address, an impracticable path, a road with limited access, the absence of the purchaser upon delivery or its non-acceptance to take the goods without valid reason (see claim) will be charged.

FANCY S.A. reserves the right to charge the costs of warehousing when he is subject to the express request of the buyer to postpone a delivery at a later date.

To better manage any claims, we ask you to take photos of the boxe(s). These photos must be taken on the sidewalk or in the truck when receiving the delivery. Without this step, we will not be able to follow up on your complaint.

Claim

it belongs to the buyer to see the shortcomings and/or damages.

The filling of a complaint will not give cause for a suspension of the payment, if applicable.

- Delivery on pallets

In case of visible damages, FANCY S.A. recommends to the buyer to refuse the pallet.

If the buyer decides to accept the pallet, he will check all goods in the presence of the driver and all relevant information will be put in writing on the waybill. The damages must be clearly mentioned.

A complaint concerning visible damages must be sent to us immediately upon delivery with explicit pictures and copy of the waybill.

All other kind of complaint must be put in writing by the buyer and sent to us within 24h after delivery with explicit pictures.

- Delivery of furniture in bulk

The buyer will check all furniture in the presence of the driver, even if there is no visible damages.

In case of visible damages, FANCY S.A. recommends to the buyer to refuse the box.

If the buyer decides to accept the box, he will check the goods in the presence of the driver and all relevant information will be put in writing on the waybill. The damages must be clearly mentioned.

The complaint will be sent to us immediately upon delivery with explicit pictures and copy of the waybill.

The mention "subject to inspection" has no legal force in the event of a dispute. It won't be taken into consideration.

A pallet or a box signed for compliance cannot be subject to further claim. The responsibility of the carrier can't be committed.

Return of goods

The returns will be taken into consideration only if they have been the subject of a written acceptance from FANCY S.A.

Returned items must be in their state of origin, that is to say complete, intact in their original packaging, including the accessories and plans of fitting, if applicable.

Returns travel at the risks of the buyer.

The request must intervene within 10 days after delivery.