

RETAILER: Terms and conditions

1. General conditions

Our products are produced entirely in Panama by Indian women.

Every product is made in the traditional way and products are never identical, one off creation. We guarantee the same quality to every piece.

2. Orders- *Professional*

Minimum order: 750 €

Orders, excepting fair orders, will require a written confirmation.

3. Prices. *Professional rates*

Quoted prices do not include taxes and delivery costs.

4. Payment

100% will be paid when shipping the merchandise (by bank transfer).

All bank charges will be paid by the customer.

5. Delivery

- Maximum 15 days for items in stock. Masks you can choose in the online catalogue are all one off creations, immediately available.

- 3 months for a new production, considering the artisanal production of all our products.

These deadlines are given for information only. Any delay shall not result in a penalty, claim or cancellation of the order.

6. Ownership retention of title

ETHIC & TROPIC reserves the entire property of the goods until their full payment.

All budgets that are not confirmed within a maximum period of 90 days can be cancelled by ETHIC&TROPIC S.L, leading to the customer losing its deposit.

7. Shipping

The transport costs are calculated according to the volume, the weight of the order and the country of destination (FROM SPAIN)

They must be paid by the customer and will be listed in the invoice.

8. Claming

Any claim must be made by registered by mail post within 72 hours after receipt of the goods.

9. Bank Details

BANK: LA CAIXA

Av. Guillem de Castro - Valencia (Spain)

ES51 2100 2341 4402 0025 6845

BIC: CAIXESBBXXX