



TERMS & CONDITIONS

Our terms and conditions apply to professional customers only.

The following terms & conditions apply to the purchase of products displayed on originalhome.nl and/or in our product catalogue.

Becoming a Dealer

In order to purchase products from originalhome, you have to apply for dealership. You can apply for dealership via www.originalhome.nl and enter your details. When your application has been approved you will receive an email with login codes for our online b2b ordering system. When you login to our website you will be able to see the prices and place orders.

After placing your order you will automatically receive an order confirmation and invoice including the shipping cost. After receipt of payment your order will be shipped within 5 business days if all ordered items are on stock.

Please note that only professional retailers can become a dealer. For other professional buyers like restaurants, hotels, architects, designers, stylists and/or special projects please contact us for more information customer@originalhome.nl

When you become a dealer of originalhome you will be automatically included in our “where to buy” list on www.originalhome.nl. If you wish to be removed as a dealer please contact us at customer@originalhome.nl

Minimum Order Retail

The minimum order amount retail for the 1st order for all countries within the EU (European Union) **€ 500,-** ex VAT and ex shipping cost.

There is no minimum order amount for repeat orders but we kindly ask you to order from € 300,- and up. Please note the minimum order quantity per coli as indicated on originalhome.nl and/or the price list - order form from originalhome.

Countries outside EU Please contact us for more information customer@originalhome.nl

Minimum Order Projects

The minimum order amount projects per order for all countries within the EU (European Union): **€ 750,-** ex VAT and ex shipping cost. Please note the minimum order quantity per coli as indicated on originalhome.nl and/or the price list - order form of originalhome. Applicable price is +10% on the list price.

Countries outside EU Please contact us for more information customer@originalhome.nl

Prices

Prices as indicated on originalhome.nl and/or price list/ order form originalhome and ex VAT and shipping cost. All prices are subjected to changes and/or errors.

Payment Conditions

Advance payment and within 7 days after receipt of commercial invoice. You will receive automatically a commercial invoice including shipping cost when you place an order.

Delivery Time

Expected delivery time: If on stock, 7 days on average after receipt of payment. When items are out of stock you will be notified in advance. You will find your estimate shipping date on your invoice.



Shipping Cost

Shipping cost will be calculated based on your location and volume/weight of your order.

The total cost will be quoted on your commercial invoice.

EU Countries

Box Shipment: maximum 24 kg and size average 55x45x75 cm (0,19 m3)

Austria	€ 16,00
Belgium	€ 11,00
Czech Republic	€ 28,00
Denmark	€ 16,00
Finland	€28,00
France	€ 13,00
Germany	€ 11,00
Italy	€ 25,00
Luxemburg	€11,00
The Netherlands	€ 8,00
Poland	€ 28,00
Portugal	€ 34,00
Spain	€ 27,00
Sweden	€26,00
Switzerland	€19,00
United Kingdom	€ 19,00

These prices are also applicable to backorders.

In case of delivery to islands and remote areas, additional charges will be calculated. You will be notified about these charges on your pro forma invoice.

Pallet Shipment: Products that exceed the standard box dimensions will be shipped per pallet as well as larger orders. The pallet cost will be calculated on your pro forma invoice.

Other EU countries and outside EU

Please contact us: customer@originalhome.nl.

For countries outside EU additional documentation & customs clearance charges are applicable.

Shipping Cost Refund

The following shipping cost refunds are applicable :

Total Order Value	Maximum Shipping Cost Refund
€1000,- - € 1500,-	€ 50,-
€1500,- - € 2000,-	€ 75,-
€2000,- - € 2500,-	€ 100,-
€2500,- - € 3500,-	€ 150,-
€3500,- - € 5000,-	€ 200,-

The applicable shipping cost refund will be automatically deducted from your shipping cost on your invoice. The shipping cost refund cannot exceed the total shipping cost.



Order Cancellation

You can cancel your order any time before payment of commercial invoice. After receipt of payment your order will be processed and it is not possible to cancel your order during this process.

Recommended Retail Prices

Due to the Fair Trade character of our brand we strongly recommend our dealers to follow the recommended retail prices as stated on our price list and commercial invoice.

Returns

We strive for 100% customer satisfaction however you can always exercise your right to change your mind within 14 days and receive a refund. Please send an email to customer@originalhome.nl and include your order number and the articles you wish to return. Please note that the shipping cost for returning articles is at your own expense. Return the articles in the original packaging with original labelling and undamaged. We will refund you the price stated on your invoice within 30 days, by the method you used for payment.

Incomplete Orders

Your order will be carefully checked prior to shipment. In case of wrongly delivered articles, please register up to 8 days after receipt a customer@originalhome.nl. Products need to be unopened, undamaged and in original packaging. Wrongly delivered articles can be returned at our cost. In case articles are missing that are not in backorder please register at customer@originalhome.nl

Damage

Sometimes products can be damaged during transportation. Should there be a problem, please contact us within 5 working days after receipt via customer@originalhome.nl. In order to properly assess the damage, we kindly ask you to send a clear picture of the damaged product by email. We will contact you with a suitable solution.

Claims & Complaints

If you have received a claim or complaint from your customer, please contact us via customer@originalhome.nl. In order to properly assess the claim or complaint, please describe the claim or complaint clearly and if applicable send pictures of the product by email. We will contact you with a suitable solution.

Eco Design and Handmade Products

Our products are handmade from natural materials. Therefore the products may vary in size, shape and colour. This is part of our conscious lifestyle concept. We consider this part of the charm.

Warning

Because of the use of natural materials and the handcrafted process, our products can be more fragile compared to machine made articles from synthetic origin. Handle with care. The products of originalhome are not suitable for children. Please follow the care instructions on our website www.originalhome.nl.

Liability and Indemnity

We are not liable for damage that you may suffer as a result of the use of a product, unless that damage was caused by our intent, gross negligence or deliberate recklessness. Your right to compensation will in any case be limited to the amount of the products ordered and paid.

You agree to indemnify originalhome (and its employees and representatives) of any damage (including court costs) that may arise from the use of the products.

Stock

Due to the handmade nature of our products, the cooperation with fair trade producers in remote areas of 3rd world countries and the influence of nature, articles can be temporarily out of stock. When a product is out of stock, we will inform you and indicate an expected stock date. We apologize for any inconvenience this may cause.



originalhome
100% ECO DESIGN

Contact

For questions and / or comments about one of our products or a new/pending order, please contact our customer service: customer@originalhome.nl

Originalhome

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