



## TERMS & CONDITIONS

### INFO

Arianna De Luca

P.IVA - 02048140673

### PRODUCTS

All products are handmade. We ensures that photographic representations are as accurate as possible. Due to their handmade nature products might show slight variation compared to the pictures or reveal small imperfections. These irregularities are part of the uniqueness of each piece and results of the complex handmade production process.

We reserve the right to not accept any claim or liability made upon these elements.

All lighting is wired for EU appliances, lightbulbs are not included.

### WHOLESALE PRICES

Wholesale prices are 50% of Recommended Retail price (RRP). This discount is reserved to retailer and contract only. Minimum quantity order applies.

### CURRENCY AND PRICES

All prices are indicated in Euro and can be changed at any time. Payment must be made via bank transfer for order confirmation and must include item(s) price plus shipping. All prices are exempt from VAT under Article 1, paragraphs 54-89 of Law no. 190/2014, as amended by Law no. 208/2015 and Law no. 145/2018.

### OUT OF STOCK AND LEAD TIMES

Out of stock items can be purchased and ordered at any time, lead times are approximately 3 to 4 weeks, depending on the piece. It will be our responsibility to communicate with the buyer in case of any variations in lead times. We will do our best to get your order dispatched to you as soon as possible. However, we cannot accept liability for any loss or inconvenience that may result from the delay.

### DELAY

In the event of a delay in executing or inability to execute the obligations defined by the order due to an unforeseeable event beyond our control, we shall not be held responsible and the deadline for fulfilling the order shall be extended for the duration of the said event considered to be a case of force majeure.

### LIABILITY

In the process of selling online, the vendor is only bound by an obligation of means and may not be held liable for any damage resulting from the use of the Internet network, such as data loss, hacking, viruses, interruption of service or other involuntary problems.

1. If you do not pay for the order in accordance with these General Terms and Conditions of Sale, we reserves the right to adopt the following measures:

- a. to defer the delivery and place the Products ordered back in stock and/or
- b. to have no further dealings with you, and we will not be liable to you for any loss or damage resulting from such action.

2. You are responsible for determining that the Products are suitable for your intended use.

3. In the event that we should fail in our obligations defined in the General Terms and Conditions of Sale or by other legal provisions (such failure including any defects inherent to the Product), our liability shall be limited to the reimbursement or replacement of the Products in question.

## APPLICABLE LAW

Any dispute or claim will be regulated under the Italian law.

## LICENCE

Unless otherwise stated, ARIANNA DE LUCA owns the intellectual property rights for all material on [www.ariannadeluca.it](http://www.ariannadeluca.it). All intellectual property rights are reserved. You may access this from [www.ariannadeluca.it](http://www.ariannadeluca.it) for your own personal use subjected to restrictions set in these terms and conditions.

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## RETURNS AND EXCHANGES

As all pieces are handmade, returns are not allowed except in cases where a piece is deemed faulty, subject to agreement by all parties involved. To initiate a claim for a faulty piece, images must be submitted within 72 hours of receiving your order to allow for an inspection.

## DELIVERY AND PICK UP

All prices are ex-works, and pick-ups are preferred from the following address:

Arianna De Luca\*  
Via Muzio Attendolo 83a  
00176 Roma - ITALY

If required, we can arrange delivery worldwide at an additional cost.

## DAMAGED ITEMS

In case of damaged items, please notify us within a maximum of 72 hours from delivery. After this period, we cannot accept or process any claims. Be sure to provide photographic proof to support your claim. **Check all packages carefully upon delivery and report visible damage directly to the courier before signing for receipt. Ensure any damages are noted on the delivery receipt and signed by the courier.**

## PLEASE NOTE!

With normal packaging each item is wrapped in bubblewrap in boxes with packaging chips.

If you prefer special packaging such as timber shipping boxes or individual branded packaging please provide this information before order confirmation. This will add a small addition in costs.

## CARE INSTRUCTIONS AND MATERIALS

Clean regularly using a soft, dry cloth. Avoid the use of chemical and abrasive cleaners, steel wool and scouring pads, as these may damage the ceramic.

## SUSTAINABILITY

The production process of ceramics stands out in terms of sustainability as it does not produce any wastes and leftovers. Any leftover material can be recycled and reused an infinite amount of times. We make sure wastes and production leftovers are reintroduced in the production cycle to minimise wastes.

By providing handmade products, produced according to a slow production process and following traditional techniques we aim to promote a sustainable market that supports small businesses and artisans. Each of our projects begins with the idea of producing timeless pieces which stay away from momentary trends. Hence, our aim is ultimately to produce objects that will remain special for years to

come and will not end up in landfill after a couple of seasons. With this ethical approach to production in mind, we aim to contribute to a more conscious and sustainable market.

All packaging elements are recyclable and/or biodegradable.

#### CONSIGNMENT & ASSUMPTION OF RESPONSIBILITY

THE BUYER hereby assumes responsibility for any breakage, damage, or loss of items provided.

The delivery and return of the products will be at THE BUYER expense, and any breakages during transit will have to be insured.

The products will be provided on consignment and the correct credits will be cited on all promotional materials in case of publications in the press and on social media.

In the event of breakages or missing items, the amount of the damage must be reimbursed based on the invoice.

The buyer also guarantees that the artworks received on consignment will be displayed, ensuring maximum visibility. At the end of the loan period the buyer can decide if return the products or pay and keep them.

#### SAMPLES

We reserve the right to rent or to provide samples free of charge for commercial purposes.

THE BORROWER of the samples is responsible for them during the loan period.

In case of lost or damaged items, the borrower must pay the full price for the lost or damaged items.

Items must be returned in their original packaging, packed in the same way they have been received.

In case of damages during the return transportation, we reserve the right to assess the packaging, and in case it is found not suitable, the full price of damaged items will have to be reimbursed by the borrower.