

## **TERMS**

### **Minimum order value**

Our minimum order value is €400.

Orders below this amount will not be processed. Thank you for your understanding.

### **Product Information**

All lighting products are decorative and designed for interior use only, unless otherwise specified.

Please handle products with care, especially fragile items.

### **Payment**

We only accept credit card payment via MANGOPAY

All prices are fixed and inclusive of VAT (if applicable).

Please double-check your product before final payment.

We will charge your credit card with full amount including shipping fee after you confirm your Purchase Order

### **Shipping**

Average shipping takes between 7 to 14 business days.

Delivery time may vary depending on your location and courier schedule.

For order over 1000 Euro, free shipping will be apply.

### **Return Policy**

Our product are designed to be repairable, and our packagings are tested following ISTA 1A & 3A standards

If product gets damaged, we ship DIY repair kit directly to the user to repair the product

We believe no products should be wasted when they are repairable

Returns are accepted within [e.g., 14 or 30 days] from the date of purchase with a valid proof of purchase.

The product must be returned in original packaging and in unused condition.

Shipping costs for returns are the responsibility of the customer, unless the item is defective.

### **Safety Information**

Do not use the lamp if the plug, cord, or any part of the lamp is damaged.

Only use bulbs with the correct wattage and type specified for the lamp.

Avoid using extension cords or adapters unless rated for the electrical load of the lamp.

If the lamp begins to smoke, spark, or emit a burning smell, immediately unplug it and contact customer service.