



Artisan by MF

Terms and Conditions

1. PREAMBLE

The present general terms and conditions of sale are agreed between Almuhtaseb & Ferreira, Lda., with registered office at Rua Doutor Ilídio Sardoeira, 12 (corpo direito), 6.º direito, 4400-107, Vila Nova de Gaia, Portugal, tax identification number 515 952 540, and contact +351 925 195 580, hereinafter referred to as “Artisan by MF”, and any individual or entity wishing to make a purchase through the website www.artisanbymf.com, hereinafter referred to as the “Buyer”.

The parties agree that all purchases made through the website www.artisanbymf.com are governed exclusively by these Terms and Conditions, to the exclusion of any other terms or conditions previously available or implied.

2. CUSTOMER CARE

At Artisan by MF, our clients receive personalised, human support — no automated answers.

Live Chat, Email Support, and Live Issue Tracking ensure that all inquiries are handled by our team.

3. PRIVACY & SAFETY

Artisan by MF complies with GDPR and other data protection laws. We do not store credit card details. Payments are processed securely through third-party payment gateways.

4. COOKIES

We use cookies to enhance your browsing experience. By using this website, you consent to our use of cookies as described in our policy.

5. WHOLESALE & B2B INQUIRIES

Our collections are available to retailers, architects, and designers worldwide. For collaborations, contact info@artisanbymf.com.

6. PRICES

All prices are listed in Euros (€) and include applicable VAT.

7. SHIPPING POLICY

We ship using reliable couriers such as UPS, DPD, or DHL.

- Portugal & Spain: 3–5 business days



- Portuguese & Spanish Islands: 7–10 business days (ships Fridays)
- EU Countries: 3–5 working days
- USA: Up to 7–10 working days
- Rest of the World: Up to 14 working days

Free shipping applies to Portugal and Spain, excluding large lighting. Orders are dispatched within 48 hours. Tracking information is provided after dispatch.

8. RETURN POLICY

You may cancel or return your order within 14 days of receipt. The buyer bears return shipping costs, and refunds are processed once the item is received in its original condition. Custom or made-to-order items are non-refundable.

9. CUSTOMS & IMPORT TAXES

Buyers are responsible for customs duties and import taxes. Artisan by MF is not responsible for delays caused by customs clearance.

10. DAMAGED ITEMS POLICY

If your order arrives damaged, notify us within 48 hours at info@artisanbymf.com with photos and your order number. We will issue a refund, replacement, or credit note as appropriate.

11. GOVERNING LAW AND JURISDICTION

These Terms are governed by the laws of Portugal. Disputes shall be resolved in the Portuguese courts.

12. CONTACT INFORMATION

Artisan by MF

Rua Doutor Ilídio Sardoeira, 12 (corpo direito), 6.º direito

4400-107, Vila Nova de Gaia – Portugal

Email: info@artisanbymf.com

Phone: +351 925 195 580



TERMS AND CONDITIONS

1. PREAMBLE

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1.2. The parties agree that all purchases made through the website www.artisanbymf.com are governed exclusively by these Terms and Conditions, to the exclusion of any other terms or conditions previously available or implied.

2. CUSTOMER CARE

At **Artisan by MF**, our clients receive personalized, human support — no automated answers.

2.1. Live Chat

We offer a live chat feature to assist with inquiries related to our products and collections. For any questions regarding your order, refund, or return, please contact us by email at info@artisanbymf.com.

2.2. Email Support

When you contact us, a member of our team will personally review and respond to your query.

For order-related inquiries, please include your **order number** in the subject line and body of the email.

If your item arrives **damaged**, attach **clear photographs** and a **detailed description** to help us assist you promptly.

(Please refer also to our **Refund Policy** and **Damaged Items Policy** below.)



2.3. Live Issue Tracking

Once a concern is reported, we actively work to resolve it and keep you informed throughout the process.

During high-demand periods (e.g., holidays or sales), replies may take longer, but every message is answered as soon as possible.

3. PRIVACY & SAFETY

3.1. To process your order, **Artisan by MF** collects necessary information such as your contact and delivery details.

All data is handled in compliance with **EU General Data Protection Regulation (GDPR)** and applicable data protection laws.

3.2. **Artisan by MF** will **never share or sell** customer data to third parties for marketing purposes.

3.3. You may at any time **access, correct, or request deletion** of your data by contacting info@artisanbymf.com.

3.4. We do **not store credit card information**. Payments are securely processed through third-party payment gateways.

4. COOKIES

4.1. **Artisan by MF** uses cookies to enhance user experience, remember preferences, and improve website functionality.

They do not access personal files or transmit viruses.

4.2. We also collect anonymous analytics data via **Google Analytics** to help optimise our website and services.

4.3. By browsing our website, you consent to our use of cookies in accordance with these Terms.

If you do not agree, please disable cookies in your browser or discontinue use of the site.



5. WHOLESALE & B2B INQUIRIES

We collaborate with retailers, architects, and interior designers globally. Our handcrafted products are available for B2B and trade projects, with competitive lead times and the possibility of custom production for boutique hotels, Airbnbs, and commercial spaces.

For all trade inquiries, contact info@artisanbymf.com.

6. PRICES

6.1. All prices are listed in **Euros (€)** and include applicable **taxes and VAT** at the rate in force at the date of payment.

6.2. **Artisan by MF** reserves the right to update prices at any time. Confirmed orders will not be affected by subsequent price changes.

7. SHIPPING POLICY

7.1. Shipping Destinations & Delivery Times

We ship via reliable carriers such as **UPS, DPD, or DHL** (or equivalent).

Destination	Estimated Delivery Time
Portugal & Spain	3-5 business days
Portuguese & Spanish Islands	7-10 working days (shipped every Friday)
Other European Countries	3-5 working days
United States of America	Up to 7-10 working days



Destination	Estimated Delivery Time
Rest of the World	Up to 14 working days, depending on location

7.2. Shipping Fees

- **Free shipping** is available for **Portugal and Spain**, including islands, except for large lighting items.
- Delivery times may be extended during high-volume seasons such as **Christmas** or promotional sales.

If your country within the **EU** or **USA** is not listed during checkout, please contact us at info@artisanbymf.com for delivery estimates and rates.

7.3. Order Processing

After placing your order, it will be **dispatched within 48 hours** of purchase. You will receive a **tracking number** once the order ships.

The courier will contact you directly to arrange delivery. If the proposed delivery window is unsuitable, please contact the courier to reschedule or select a collection point. Ensure you provide a valid phone number for delivery updates.

If your parcel is **returned due to failed delivery attempts** or uncollected packages, we will gladly re-ship your order — however, **additional shipping charges** will apply.

7.4. Retailers & Professionals

For wholesale or trade orders, shipping costs are calculated based on **weight and volume** and confirmed in writing before dispatch. Once shipped, the courier will contact you to confirm delivery arrangements.

If you receive **damaged items**, you must notify us **within 48 hours** of receipt by emailing info@artisanbymf.com with clear photos of the damaged items and packaging. Our shipments are insured, and compensation will be provided in accordance with our **Damaged Items Policy** below.



8. RETURN POLICY

8.1. General Returns

You may **cancel or return** your order within:

- **24 hours** after placing your order online, or
- **14 days** after receiving your goods.

To initiate a return, email info@artisanbymf.com within this period. You then have a further **14 days** to return the goods to us.

Refunds or credit notes will be issued for the value of the returned item(s) if the request is made within the stated time frame.

8.2. Non-Returnable Items

No refunds or credit notes will be issued for:

- **Bespoke, pre-order, customized, or made-to-order items**
- **Professional & retailer pre-orders** or special custom projects

8.3. Return Shipping

- The **buyer** is responsible for the cost of return shipping.
- If the item is lost or damaged during return transit, we **cannot** issue a refund.
- We strongly recommend using a **tracked and insured courier** and returning the product in its **original packaging** and **saleable condition**.

For table lamps, please use the **original box**. Avoid overpacking, as excessive internal padding may deform lampshades in transit.

8.4. Refund Processing

Once your return is received and inspected, we will issue a **refund or credit note**. Please include your **name and order number** in the package to avoid processing delays.



Do **not** return any items before contacting us at info@artisanbymf.com.

9. CUSTOMS & IMPORT TAXES

Buyers are solely responsible for any **customs duties, import taxes, brokerage fees, or other local charges** that may apply to their order.

All customs-related matters — including, but not limited to, **documentation, import clearance, inspections, and associated delays** — are the **sole responsibility of the customer**.

Artisan by MF shall not be held liable for any additional costs, delays, or issues resulting from customs processing or import regulations in the buyer's country. We recommend that buyers contact their local customs office for more information before placing an order.

10. DAMAGED ITEMS POLICY

If your order is **lost or arrives damaged**, please contact us **within 48 hours** of delivery at info@artisanbymf.com.

Include:

- Your **full name** and **order number**
- **Photos** of the outer packaging and the damaged item(s)

Our shipments are insured, and we will:

- Issue a **refund** for the damaged product (within up to **30 working days**), or
- **Replace** the item (if available in stock), or
- Provide a **store credit or coupon** of equal value (no expiration date)

If you fail to report damages within **48 hours**, we will be unable to compensate or replace the item.

Do **not** return damaged items before contacting us.



11. GOVERNING LAW AND JURISDICTION

These Terms and Conditions are governed by the laws of **Portugal**.
Any dispute shall be subject to the **exclusive jurisdiction of the Portuguese courts**.


12. CONTACT INFORMATION

For any inquiries regarding these Terms and Conditions, please contact:

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