

MINERAL Organic Crafts – General Terms & Conditions

1. Orders

All orders are subject to acceptance and product availability. MINERAL Organic Crafts reserves the right to refuse or cancel any order when necessary.

2. Products

Our scented ceramic pieces are handcrafted using artisanal processes. Slight variations in shape, texture, color, fragrance intensity, and finish are natural characteristics of handmade products and are not considered defects.

3. Pricing

All prices are expressed in EUR and exclude VAT, shipping costs, customs duties, and any local taxes applicable in the destination country.

4. Payment Terms

Orders are confirmed upon payment validation, unless otherwise agreed in writing between both parties.

5. Production & Lead Times

Production lead times may vary depending on order volume and product availability. Estimated delivery times are communicated in good faith but remain indicative.

6. Shipping & Transport

Shipping costs are invoiced separately unless otherwise agreed. MINERAL Organic Crafts is not responsible for delays, damages, or losses caused by third-party carriers or customs procedures once goods have been dispatched.

7. Claims

Any claim concerning damaged or incorrect products must be submitted in writing within 5 days after delivery, accompanied by supporting photographs and relevant information.

8. Returns

Returns are accepted only with prior written approval from MINERAL Organic Crafts. Customized or made-to-order products cannot be returned.

9. Intellectual Property

All product designs, visuals, brand elements, texts, and images remain the exclusive property of MINERAL Organic Crafts and may not be copied, reproduced, or distributed without prior written consent.

10. Force Majeure

MINERAL Organic Crafts shall not be held liable for delays or failure to perform caused by events beyond reasonable control, including but not limited to natural disasters, transport disruptions, shortages of raw materials, or governmental restrictions.

11. Governing Law

These Terms & Conditions are governed by Portuguese law. Any dispute arising from commercial relations shall fall under the jurisdiction of the competent courts of Portugal.

12. Acceptance of Terms

By placing an order through the MOM platform, the buyer acknowledges and accepts these Terms & Conditions in full.