

## ITALCOLLECTIONS

### Terms and Conditions of Sale

The present conditions of sale are concluded, on the one hand, by the company Studyhome srl registered on the Register of Companies of Udine with VAT Reg. n. IT02754450308, hereinafter referred to as "the Company", and, on the other hand, by any individual or legal entity wishing to proceed with a purchase via the mom.maison-objet.com website, hereinafter referred to as "the buyer".

The present terms of sale aim to define the contractual relationship between Studyhome srl and the buyer and the conditions applicable to any purchase made through the mom.maison-objet.com website. The acquisition of a product through the present site implies an unreserved acceptance by the buyer of the present conditions of sale, which the buyer acknowledges having read prior to his order/purchase.

#### Products

The products offered are those listed on the mom.maison-objet.com website of the company Studyhome srl, within the limits of available stocks. The company Studyhome srl reserves the right to modify the range of products at any time. Each product is presented on the website in the form of a description of its main technical characteristics. The photographs are as accurate as possible but are not binding on the Seller. The sale of products presented on the mom.maison-objet.com website is intended for all buyers residing in countries that fully authorize the entry into their territory of these products.

#### Prices

The amount of the professional prices appearing on the product sheets of the internet catalogue are prices in Euros (€) excluding taxes (HT). VAT will be added (if applicable) at the time of the order. Any change in the VAT rate may be reflected in the price of the products. The company Studyhome srl reserves the right to modify its prices at any time, it being understood however that the price appearing in the catalogue on the day of the order will be the only one applicable to the buyer. The prices indicated do not include the delivery costs, invoiced in addition to the price of the products purchased according to the total amount of the order.

#### Orders and payments

Before ordering, the buyer must create an account on the mom.maison-objet.com website. The account creation section is accessible directly from the side menu bar. At each visit, the buyer, if he wishes to order or consult his account (status of orders, profile...), will have to identify himself using this information.

Please note that payments are managed directly by the marketplace Maison & Objet.

Confirmation of an order implies acceptance of these terms and conditions of sale, acknowledgement of having full knowledge of them and waiver of the Customer's right to invoke its own terms and conditions of purchase. All the data provided and the recorded confirmation shall be considered proof of the transaction. If the buyer has an e-mail address and if he has provided it on his order form, the company Maison & Objet will send him by e-mail confirmation of the registration of his order.

In the event that, for any reason whatsoever, opposition, refusal or other, the transmission of the flow of money due by the Customer proves impossible, the Order and the sale will be cancelled.

## **Shipping**

We will email you the tracking information when your package ships. Large items may require additional shipping or packaging fees. We ship in specific areas of the world using several different carriers. If your country is not included in the list of countries where we ship to please contact us at the email [info@italcollections.com](mailto:info@italcollections.com). Please consider that custom duties and other taxes might be applicable if required by Italian law or by the law of the country to which the item will be shipped. For countries outside the European Union local VAT and Import taxes are charged to the buyer by local authorities at the border after the product has been shipped. Those charges will have to be paid by the buyer.

Italcollections.com always ask for customers availability to receive the supply, before proceeding with shipment: if the given availability is not respected, possible costs for the stock of goods or a second shipping will be charged to the buyer. The shipping will be arranged only after the payment of the full amount of the order; Italcollections.com delivers mostly relying on furniture specialized carriers to guarantee a high standard of service and maintain the product intact during transport: Standard Shipping is intended at ground floor (curbside delivery) outside the building, entrance gates or at any rate as far as the truck used for delivery can reach. The carriers do not deliver inside apartments, houses or at upper floors. Customers have to help the driver unloading the packages from the truck; according to the dimensions and weight of the purchased products, customers are asked to put at disposal other people at the moment of delivery.

## **Delivery**

Deliveries are made to the address indicated on the order form which can only be in the agreed geographical area. The delivery times are only given as an indication. The company maison & objet will be able to provide the buyer with the tracking number of his parcel via a shipping email. The risks associated with transport are borne by the purchaser from the moment the articles leave the premises of the company Studyhome srl. The buyer is obliged to check the condition of the packaging of the goods and their contents on delivery in the presence of the delivery person. In case of damage during transport, any protest must be made to the carrier within 24 hours of delivery.

## **Delivery times**

Production Times are intended as merely estimates based on experience and previous orders of the same product type: each product card indicates production times for the related product; waiting periods for custom-made products are normally included in a 3 to 8 week time for production.

In consideration of the nature of our products, "manufactured or acquired specifically for the Customer" (nature characterizing ALL products sold on [Italcollections.com](http://Italcollections.com)) the law provides an "additional period of time appropriate to the circumstances" within which a possible manufacturing delay is to be considered "appropriate according to circumstances".

We constantly work to ensure the products are delivered within the estimated times or trying to anticipate them when possible, however we can not guarantee that they will not be affected by unforeseen delays.

Please note that all productions and deliveries planned close to Christmas or summer vacations can be delayed due to the manufacturers and logistics closing periods (even the slightest delay can postpone the deadline until the re-opening in January and/or September).

## **Warranty**

All products will be delivered with a regular sales document, valid for a 12 months warranty on all manufacturing defects.

## **Return / Refund Policy**

In some circumstances we may be able to cancel your order, so please call us. However, if you've received email confirmation that your order has already been despatched or delivered, then you'll need to follow our returns procedure in the event of any unwanted products.

## **Our Returns Policy**

At Italcollections.com we want you to be pleased with your purchase every time you shop with us. Occasionally though, we know you may want to return items, so below is our returns policy. We accept the return of all items only if they are unopened and in their original condition. If you return goods, as detailed below, within 10 days, we will send you a full refund for the price you paid for the item.

## **Defective items**

You can always return items if they are defective. Please note: we only accept returns of items that have been opened if they are defective and if you have notified us of the faulty nature of the product within two working days from the date of delivery.

To return an item, please contact us quoting your reference number. Enclose a note giving the reason for the return, wrap the package securely and send the package to the address below. In the case of a defective product, please provide a full description of the fault and pictures, and return the defective item in its original box.

## **Returns & Exchanges**

In the unlikely event that there is a problem with your order, please contact us immediately and we will do our best to resolve your concern. Any damage to the products has to be notified within two working days from the receipt of the product. If you need to return your product to us please get in touch with our customer service team at [info@italcollections.com](mailto:info@italcollections.com). You will be responsible for the return shipping charge.

All items are inspected prior to shipping. If you believe you have received a damaged or defective product, please contact us immediately (within two working days from the receipt of the product). We reserve the right to refuse any return if we determine the item has been abused or misused. All returns must be in the original packaging with all the accessories and metal components.