

IRENE MARIA GANSER

TERMS & CONDITIONS

By placing an order it is implied that you accept our terms and conditions as listed below:

ACCOUNTS AND ORDER TERMS

Pro-forma orders will require a 50% deposit with the order and the balance prior to shipping from Vienna. Customized pro forma orders will require 50% deposit. After the first deposit made, any change to the pro forma will be impossible to perform. Please check and approve all data on the pro forma before making any deposit. Studio Irene Maria Ganser is not responsible for the impossibility of any changes to this document.

All pieces are the property of Irene Maria Ganser until payment in full is received. Studio Irene Maria Ganser reserves the right to defer the dispatch date until the balance of the order is received.

Goods will ship when invoice is paid in full.

PRICING:

We reserve the right, without prior notice, to discontinue products or change specifications and prices on products. Prices always refer to one unit and are Exworks Vienna, Austria. Packaging is always included in our price; however if the customer requires specific packaging, they will be charged accordingly.

LEAD TIMES:

Production time is between 5 to 10 weeks. Delivery time is not included. For pieces with custom specifications or orders of large quantities we reserve the right to agree with the customer on a time of delivery. The lead time for this costum orders can vary between 12 and 24 weeks.

FREIGHT:

Collect by the carrier of the customer's choice unless otherwise stated on the order. Transport quotations provided by Studio Irene Maria Ganser don't include unforeseen expenses such as local customs clearance, even for door to door deliveries.

FREIGHT POLICY & DAMAGE CLAIMS:

Title passes to the purchaser at the time the goods are picked up by the carrier in Vienna. All products are carefully packed and inspected prior to shipment. The refusal of damaged merchandise in no way relieves the purchaser's responsibility of payment the goods. We are not responsible for loss or damage in transit.

If a visible or concealed damage occurs in transit, please notify immediately the delivering carrier with a file notification of claim intention. Please note: Failure to report concealed damage within fifteen days of receipt will result in the denial of your claim. Any damage should also be communicated to Irene Maria Ganser during the first 48 hours after receiving the order; photographic evidence of the damages should be sent by email to office@irenemariaganser.com

RETURN AUTHORIZATION:

Because of the hand-made nature of our product, we are not able to offer returns.

Unauthorized returns will be refused at the customer's expense.

ORDER CANCELLATION:

Merchandise is manufactured upon the receipt of the order and deposit. Cancellations will not be accepted after 5 working days from the order issue date.

CONTRACT/HOSPITALITY ORDERS:

Studio Irene Maria Ganser has the ability to customize existing products or new products to meet contract specifications. These orders will necessitate special pricing based on quantity and features. Please contact Studio Irene Maria Ganser for contract quotes.

INTERNET POLICY:

Dealer internet websites may neither advertise, nor in any way, display the Irene Maria Ganser name, logo, product images or any other proprietary company

emblems or information without prior written consent from the company. Dealer websites may not display pricing on Limited Edition pieces, promotional offers, discounts or value statements (e.g. lowest price in town). Please contact Studio Irene Maria Ganser for further company guidelines on internet usage.

DISTRIBUTION POLICY:

We reserve the right not to sell to or continue to sell to any dealer whose distribution or sales tactics result in a negative effect on our ability to compete and sell into a world region.

PRODUCT STANDARDS:

Studio Bellida designs are handcrafted. While every effort is made to maintain uniformity, slight variations may occur.

TERMS ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT PRIOR NOTICE