



# EMOTIONAL OBJECTS



# TERMS & CONDITIONS

## ORDERING

- 1) Orders only go into production after payment has been confirmed.
- 2) You shall be responsible for ensuring the accuracy of any order submitted.
- 3) Orders must include product quantity, dimensions, colors, and references as an Emotional Objects price list.
- 4) No order placed by you shall be binding until accepted by Emotional Objects.
- 5) Orders can only be amended or canceled up to 5 (five) days after reception of confirmation.

## LEAD TIMES

- 6) Any delivery lead times are given in good faith and are for guidance only. Actual delivery dates will only be available after acceptance of your order:
  - a) Standard Product - The lead time will be 10 to 12 weeks after order confirmation.
  - b) Custom-made Product - The lead time depends on the project and will be confirmed after analysis.
- 7) During August and in the second half of December, two weeks are discounted due to holidays and national festivities.

## PAYMENT

- 8) Where you order a standard or custom-made products, you shall pay us:
  - 50% of the price at the time of placing an order with us;
  - The balance at least five days before the agreed date of delivery of the products.
- 9) The payment must be made by bank transfer, and the confirmation must be to [sales@emotionalobjects.com](mailto:sales@emotionalobjects.com).
- 10) The price does not include the cost of delivering the products. This additional cost shall be quoted separately at the time of ordering.
- 11) The price is exclusive of any applicable taxes, including VAT, which you shall be additionally liable to pay to us at the prevailing rate.

## DELIVERY

- 12) The products will be suitably packed for withstanding the conditions of standard delivery/shipment. Special packing will only be supplied on express written request and charged for in addition to the price.
- 13) Following the payment of your order's balance, we will notify you of the first available time slot to deliver your products. If you cannot accept the date offered for delivery, you must contact us as soon as possible to reschedule. We reserve the right to charge additional costs if a delivery cannot be made within 14 days of the initial delivery date.
- 14) At your request, we will arrange for the products to be delivered to a specified location at a time agreed by both parties.
- 15) The risk in the Products shall pass to you on completion of delivery.
- 16) Title of the Products shall not pass to you until we have received payment in full for the objects.



## WARRANTY

- 17) Furniture with natural wood may result in minor differences in colors, light oscillations from the samples' colors. This feature should not be considered a defect but rather a result of a product made with natural materials.
- 18) In some types of wood, you may expect some natural oxidation.
- 19) Furniture with some finishes may result in minor differences in colors between requests made at a specific production date to a future order.
- 20) Should the article fails your expectations in any way, please provide a written claim within the first 48 hours after reception. Must send photographic evidence supporting your allegation by e-mail to [sales@emotionalobjects.com](mailto:sales@emotionalobjects.com). Upon confirmation of any defect, Emotional Objects compromises to replace the defective part/piece integrally, within a period agreed with the client. Emotional Objects must receive the defective part/piece in its original packaging up to 8 (eight) days after delivery.

## FINAL SPECS

- 21) We reserve the right, without prior notice, to discontinue products or change specifications and prices on products.
- 22) The values and percentages in our Price List substitute any other published or advertised before.
- 23) All intellectual property rights in all designs, drawings, photos, specifications, brochures, catalogs, price lists, advertising matter, or any other material supplied or developed by Emotional Objects concerning the products belong absolutely to us. The materials must not be copied, reproduced, transferred, modified, or divulged either directly or indirectly to any other person without our prior permission.
- 24) These Terms and Conditions shall be governed by and construed following the law of Portugal. Both parties irrevocably agree that the courts of Vila Nova de Famalicão shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this contract.

## COMPANY INFO

Name: JOAO PERICAO FARIA CONCEPT, LDA.

VAT Number: PT 513 763 430