

Please read this page carefully as it contains important information

QUOTATIONS

Quotations are valid for a 1-week period only.

ORDERS

Orders may be placed by phone, post or email. All orders must be made or confirmed by the customer in writing and are subject to our terms and conditions. It is the client responsibility to identify any specific requirements to Villaverde in writing at the time of placing the order. Once full payment has been made, an invoice including specific wiring and customisation instructions will be sent to the customer either via an email or by post. Please read and check the contents of your invoice carefully. If you consider there to be any errors on your paid invoice, you must notify us in writing within 5 working days from the date of payment. Express orders may be possible at Villaverde's discretion. Please note that your goods for shipment may be crated or of a large scale. Villaverde's terms and conditions do not affect your statutory rights.

INTERNATIONAL SHIPPING DOCUMENTATION

For orders shipped outside of the UK, it is the client's responsibility to notify Villaverde in writing prior to payment, if shipping documentation such as Certificate of origin/Packing list are required by customs at the final destination. Please be aware that fees are applicable for Certificate of origin, the fee varies from country to country.

PAYMENT

Retail payments can be made by Visa, Mastercard, cheques or bank transfer. Trade payments can be made by bank transfer and debit card only. Payment must be made in full before an order can be placed. Mail order transactions can only be delivered to the cardholder address. Clients wishing to pay via mail order, need to provide ID upon collection of the goods. DESIGN STUDIO SERVICES: Technical drawings supplied to clients are chargeable at £100,00 plus VAT per drawing.

COMPLETION SCHEDULE

Villaverde makes every effort to deliver within the scheduled production time frame. Villaverde cannot be held responsible for delays due to circumstances beyond our control. (e.g. shipping companies). Villaverde has a right to reject, refuse or amend an order with no liability where a design would breach health and safety regulations.

DELIVERY/SHIPMENT

Villaverde does not provide a delivery service, but can arrange independent shipping on behalf of the client. The client's chosen method of transportation is solely their responsibility. Shipping costs vary depending on size, weight and fragility of items purchased. All packing, shipping and insurance charges are the client's responsibility. The client's courier should provide the necessary insurance to cover the order. A signature from the client's chosen courier upon collection confirms that they have received the goods in perfect condition. Boxes will be labelled in accordance to the client instructions. Villaverde cannot be held responsible for damage to items once they leave our premises. A full delivery address must be confirmed in writing. If the delivery address changes, it is the client's responsibility to communicate the change in writing. Villaverde will then need to obtain an updated delivery quotation from an independent shipping company and amend all necessary paperwork. International clients are responsible for payment of their country's customs duty/TAX.

ACCEPTANCE OF GOODS

The customer is responsible for unpacking and inspecting the goods immediately on receipt and shall inform Villaverde of any defects or discrepancies, a written notice to Villaverde is required within 3 days of the delivery acceptance. If the customer fails to give such notice they shall be deemed to have accepted the goods. Villaverde will not accept any subsequent claims for damage or shortages which are made at a later date. Murano goods are vacuum packed and should not be opened by shipping companies. All products are handmade in Italy per client per order, therefore natural variances may occur. Colour may vary due to the process of hand blown murano, hand painted metal and wood. Natural variances may occur due to leather being a natural organic material. Actual colours may vary from the colour on your screen due to monitor colour restrictions, therefore colour finishes shown online are intended as a guide only. Please contact our London showroom for further assistance.

INSTALLATION/ FIXING

Villaverde does not provide an installation service, the client is responsible for choosing a qualified independent electrician to install their products. Should your product need to be assembled, instructions will be provided. Please make sure the doors/windows of the property are an adequate size to accommodate the size of your product. If additional chain and flex is required, this must be specified at the time of order, extra charges will apply. Lightbulbs are not supplied, it is the client responsibility to identify and source any specific lightbulbs which may be required before installation. Villaverde does not provide ceiling hooks for any suspended light fixtures, the client or their fitter is responsible for purchasing suitable hooks for the weight of the product indicated on the invoice.

CANCELLATIONS / RETURNS

As stated in our quotations and paid invoice, all ordered products are custom/handmade to the client's specifications per transaction and cannot be exchanged or returned. Unfortunately, you will not be able to cancel an order once it is made. All products are handmade therefore natural variances may occur.

WIRING AND CUSTOMISATION

All products supplied by Villaverde comply with current EC European Standards. All lighting is made to EU standards. If UL certification is required, please enquire for further information. Villaverde's lighting is dimmable and also suitable for LED bulbs, which are not provided.

Villaverde advise LED bulbs to be used on all products sold with shades.

All wiring requests for countries outside the UK should be confirmed in writing at the time of placing the order.

USA Regulations may affect the design.

STORAGE

Clients will be contacted once their order is ready in Italy, an email confirmation is required to proceed with shipment. Our London team will then notify the client once their goods have been dispatched. Due to insurance and space constraints, Villaverde cannot be held responsible for damage to goods left on our premises beyond 5 working days. Villaverde do not have storage facilities in London.