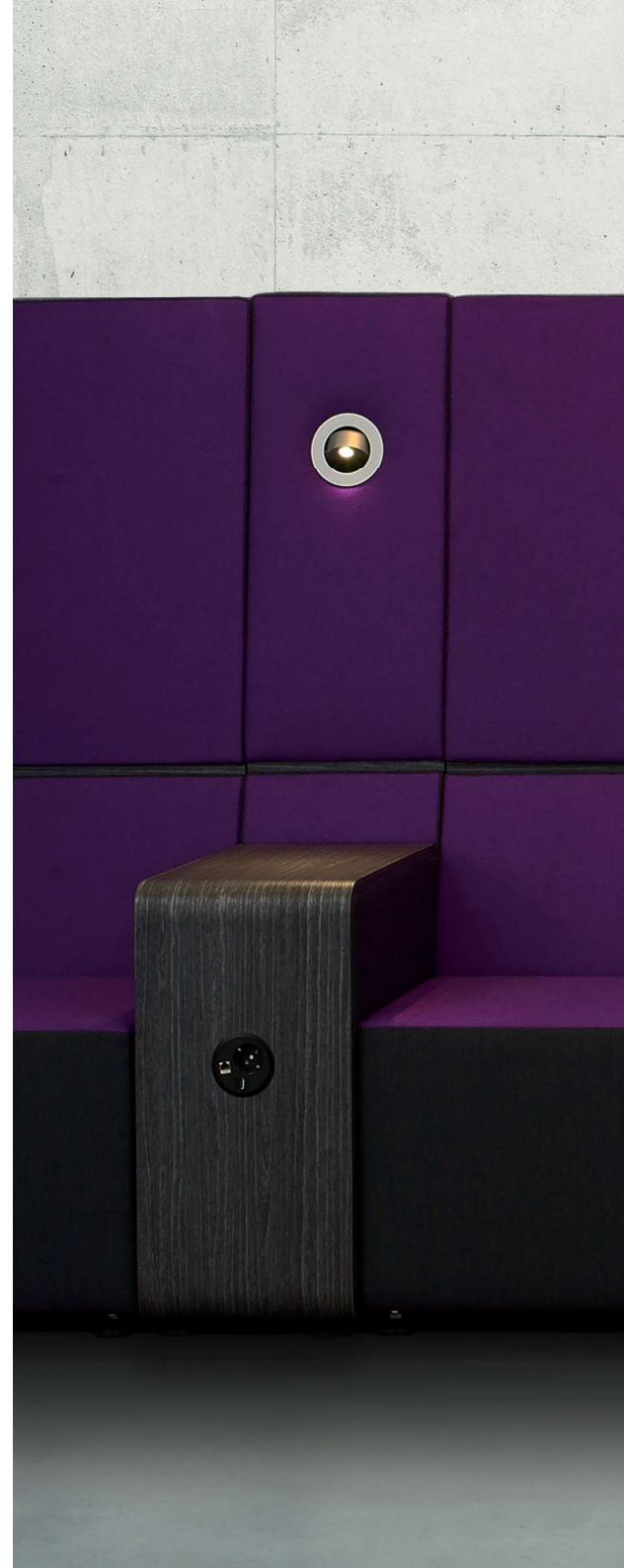


# OUR POLICIES





## ORDERING GUIDELINES

### PRICE CONDITIONS

- All prices are ex VAT and in euro.
- Delivery conditions depending on destination and subject to prior written agreement.
- Prices are valid until 31.12.2020.
- For orders based on specifications on request (e.g. special powder coating colour options), a minimum order volume is required, depending on the product type.

### TERMS OF SALE

The payment conditions can vary per order. For dealers of Conceptual the payment condition is 30 days from the date of invoice for orders of € 30.000,00 or less. For orders above € 30.000,00 payment conditions are subject to prior agreement.

### ACKNOWLEDGEMENT OF ORDERS

All orders will be acknowledged in writing to the customer with reference to the quotation made by Conceptual. Please contact our sales department as soon as possible if there are any amendments to your order. Conceptual cannot be held responsible for customer error or omissions. Once an acknowledgement has been sent, the order will go into production. Any amendment requests received after this date may be chargeable.

## ORDERING PROCEDURE

Orders must be placed in writing and include the following:

- Product code with optional accessories and specifications.
- Fabric category, fabric range and colour code.
- Wood grain colour or lamination code for table tops, wood legs or lacquered veneer covers.
- Requested finishing of steel- and aluminium parts like chair bases etc.
- Quantity of products.
- Delivery address with name and phone number of responsible contact person at location.
- Desired delivery date (will be confirmed by Conceptual within 5 working days after date of order).

For orders including installation by Conceptual:

- A floor plan drawing with dimensions where to place the furniture.
- Dimensions of the elevator at location.
- Information regarding available parking spots for our truck(s).
- Information regarding access to the building.
- Possible time frame for installation.

Conceptual only offers installation services for orders in The Netherlands and Belgium based on a fee of 6% of the net order value.

### DELIVERY ADDRESS

Warehouse deliveries:

- Products will be delivered to the warehouse of the dealer under the condition that the truck can easily access the location without the need of a tail lift.

Project locations deliveries:

- Deliveries directly to project locations like offices are only possible under the

condition that the truck can easily access the location, that the truck can be parked for the required time to unload the products and that the access to the building is within 100 meters of the parking place of the truck.

- The products will be delivered to the ground floor including packaging in case installation is not included in the sales agreement.
- For deliveries including installation of the products by Conceptual, all the packaging will be taken along by our installation people.
- For all deliveries the delivery document with summary of products needs to be signed after receipt.
- For all furniture installations done by Conceptual the dealer or customer needs to sign for approval of the installed furniture.

### DELIVERY LEAD TIMES

- For orders of € 30.000,00 maximum, all products will be delivered within 6 to 8 weeks under the condition that the selected fabrics are available in due time.
- For orders above € 30.000,00 the lead time is subject to prior agreement.
- For orders with “specials” the lead time might exceed 6 to 8 weeks and therefore is equally subject to prior agreement.
- Please note that if the dates on your order acknowledgement do not meet your expectations, you should always contact our sales department team in order to explore potential ways to reschedule or improve the dates.
- Delivery is in addition to the lead times above and lead times begin once the order acknowledgement is issued.



## WARRANTY

- For more information about our registered Terms of Sales please check our website: [www.conceptualfurniture.com/termsofsales](http://www.conceptualfurniture.com/termsofsales)

- Warranty is only valid if the goods have been paid for in full.
- Warranty and guarantee periods commence from delivery to site and are subject to fair wear and tear.
- Conceptual products have a 5 year structural warranty and a 2 year warranty on upholstery.
- This is reduced to 3 year structural warranty and 1 year warranty on upholstery for more than 8 hour use environments.

### EXCEPTIONS

- Any upholstery materials including COM, fabrics, leathers and vinyls and or any other surface coatings will be supported by the individual suppliers explicit warranty for that product.

### EXCLUSIONS

- Any damage cause during onward freight or improper storage of the product, or damage caused by accident, and normal wear and tear.
- Any abuse, misuse, accident or improper use by the customer including sitting/standing on tables or inappropriate handling when moving products.
- Any products or components not installed or configured correctly following Conceptual Furniture Design B.V. instructions.
- Colour variations - while every effort is made to ensure parity of colour, the company cannot guarantee an exact colour match on any painted metal finish or wood, or guarantee against commercial variance on fabrics, especially on repeat orders.
- Natural product changes - changes due to aging or exposure to light and naturally occurring markings, scarring and wrinkles in fabrics and leather.
- Unapproved modifications to the products carried out by the costumer or dealer.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECTS AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CONCEPTUAL FURNITURE DESIGN B.V. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

## DISCLAIMER

### SPECIFICATIONS

All dimensions and weights are approximate whilst every care is taken to ensure their accuracy. Conceptual can not be held responsible for errors. Conceptual reserve the right to make, without noticed, any changes to materials, specifications or design of the products which it considers to be responsible or desirable. Such changes shall not affect the validity of the contract. Conceptual reserves the right to amend or change the pricing structure within this publication.

### FABRIC SPECIFICATIONS

All products manufactured by Conceptual are upholstered and assembled to the highest standards. However, due to the characteristics and performances of certain fabrics the final appearance and finish on the product may be adversely affected by the fabric specified. Where a material is specified for a product which may have properties that do not meet the necessary requirements, our sales support team will contact you, advising you of any issues. If you decide to proceed with the chosen fabric, then Conceptual cannot be held responsible for issues relating directly to the material.