

INTERNATIONAL TERMS OF SALES

We sell, install and deliver 100% original design products all over the world.

This document is meant to explain our standard worldwide service process.
Special procedures can be discussed with the client in the order phase in order to meet the client's needs.

THE FURNITURE

All furniture is authentic, new and produced by order.
This does not include the products on our website in the Sales area, which are ex-display.

Authentic & Made in Italy

All furniture is authentic and manufactured in Italy. It comes with the international 2 years warranty, the original product sheet and a certificate of origin, which confirms the Italian origin.
All products of non-Italian brands are not produced in Italy.

Lead time

Usual lead time of production is from 4 to 12 weeks after the order confirmation. This changes according to the different manufacturers and the product specification. All clients will receive an accurate estimate of the lead time for each order.

Packaging

All furniture comes with its original branded carton packaging, suitable for international delivery.
If particular packaging is needed for the shipment it will be quoted separately.

Certifications

If particular certifications are needed, please specify it before the order confirmation.

ORDER AND DELIVERY

Quotation

Once you send us an inquiry, our Sales team will back to you as soon as possible with our best offer. All prices come from the official Italian pricelist, ex-factory and ex. VAT.
International shipping and installation costs are excluded and quoted separately, according to the client needs.

Order

Once all the furniture has been selected (including colors and finishes), the final proforma invoice is sent to the client to be signed for approval.
A 50% deposit is needed to confirm the order and thus start the production.

Terms of Payment

50 % deposit to confirm the order and 50% balance with goods ready in our warehouse. After we receive the balance we will proceed with the delivery.
You can pay with credit card through our secure online payment portal, or via bank transfer.

Shipment

All shipping costs are excluded and quoted separately during the quotation or the order phase.

The cost includes insurance on all goods purchased.

We can handle the shipping through our trustworthy forwarders who we've been working with for the past decades, or support your forwarder if you already have one. You will be able to choose between port/airport delivery as well as door-to-door delivery. Then, shipping cost is estimated according to weight, volume and value of products purchased.

Once we receive the balance, our logistics center in Lissone will carefully check and load all the goods on the container, which will then be sent to its final destination.

Customs and Tax

Please note that custom duty and/or any import taxes due in your country are not included in the shipment.

If you want a DDP delivery (delivery duty paid) please ask for it in the order phase.

Product Installation

Upon request, we can offer you our installation service. Our highly specialized team will come to your house to correctly install and assemble all the furniture bought. This service is not included in the transportation price, and will be quoted separately. All travel and accommodation expenses of our staff will be charged to the customer.

Goods Damage

At the reception of the shipment, if the packaging of the goods presents visible signs of damage, please inform immediately the courier, and do not sign the parcel until you have checked the content. If the products inside are actually damaged, proceed immediately to inform us, sending us photos of the damage and of the damaged packaging.

This way we can proceed to contact the insurance company, open a claim and proceed with the replacement of the damaged goods.

Order Cancellation

Once the order has been placed, cancellation is not accepted.