

## 1. INTRODUCTION AND DEFINITIONS

- Please read the information below before placing your order
- Payment of deposit and subsequent confirmation of your order is based on acceptance of all Terms and Conditions detailed here.
- This website and its original content and features are owned by Houthandel van Steen
- *You/Your/Buyer/User/Customer* means any person who places an order with Houthandel van Steen, either in our store or online through the website or email.
- *Houthandel van Steen/we/us/our* means Houthandel van Steen
- *Bespoke/Made to order* means any piece made specifically to order, to customers specification
- *'Core products'* refers to any items in the *webshop* section of the website
- *Order Confirmation* means the point at which any deposit has been paid and/or order has been confirmed either in person or via email.
- The working week is considered to be Monday to Friday, 9am to 5pm.
- If you have any queries regarding the website, the Terms & Conditions or Houthandel van Steen, please contact us via email at [info@houthandelvansteen.nl](mailto:info@houthandelvansteen.nl) or by phone on **020 6128300**

## 2. PRODUCTS

- Unless specified otherwise, all items are made to order
- *'Core Products'* – These are made to a set design, although size can often be altered. Wood type, stain and varnish as well as metal finishing can be specified.

- ‘Bespoke Products’ involve us working with the customer to make furniture to your design and specification.
- ‘HvS Originals’ are products produced in volume and sold in our brick and mortar store or through the website.

### 3. **QUOTATION AND ORDER CONFIRMATION**

- You will receive an email confirmation as soon as you make an enquiry. If any more details are required to provide the quotation they will be requested in this email. We will then send a price estimate and initial drawings if necessary.
- If you pay a visit to our store to discuss your projects we will either provide you with a price estimate straight away, or follow up through email later.
- Quotations are valid for a period of 30 days.
- Once the quotation/drawings are approved we will send an invoice detailing the deposit amount required to secure the order. Once the deposit is paid we will advise a more exact delivery timescale.
- Payment of the deposit is regarded as confirmation of acceptance of all Terms and Conditions listed here.

### 4. **CHANGES**

- Any changes to the design/specification/ materials/delivery timescale made by the customer may result in extra charges being added to the total price. Any extra costs will be communicated to the customer via email, phone or in person.
- If a required change cannot be accommodated resulting in the cancellation of the order, this shall be subject to the terms laid out in **Order Cancellation**

- Houthandel van Steen will not be liable for any loss or cancellation of order that may arise from change in specification as advised by the customer. This includes dimensions, measurements and aesthetic changes.
- If we need to make any changes to the design/specification/materials we will contact you at the earliest opportunity to discuss.

## 5. **AVAILABILITY AND PRODUCTION TIMESCALE**

- With the exception of 'HvS Originals' all items are made to order – we do not hold stock and in normal circumstances do not manufacture in volume.
- 'Core Products' items will usually need to be made from scratch and the lead time is 4-6 weeks.
- 'HvS Originals' items listed as 'in stock' and ordered through our website will be delivered within 7-14 working days in usual circumstances.
- 'Bespoke Products' delivery timescale will depend on the design and materials used. An estimated production time will be advised at the point of initial quotation but may change between submission of quotation and confirmation of order/clearing of deposit payment.
- If you require an order within a specific timescale please let us know at the point of initial enquiry.

## 6. **PAYMENT**

- We work with a down payment of 35% in advance. The remaining costs plus delivery- or installation costs are invoiced after delivery and/or installation. Large projects above €5.000 require a deposit

of 35% in advance, 35% before commencement of the actual work and 30% upon completion of the project.

- The balance of payment will be required after completion of the installation or delivery of the product.
- For 'HvS Originals' full payment will be required, either in our store or before the item is delivered.
- We accept payments via Bank Transfer or in our store, either in cash or through pin.
- The goods remain property of Houthandel van Steen until the full payment has been received.

## 7. **REPRESENTATION OF PRODUCTS ON WEBSITE AND SOCIAL MEDIA**

- All photos of our products on [www.houthandelvansteen.nl](http://www.houthandelvansteen.nl) and the associated Facebook and Instagram pages are there to illustrate the design, look and style of the piece in question. We strive to portray all items accurately but variations in wood colour and character between photos and the finished product may occur.
- Colours of images will be affected by the settings and calibration of individual screens.

## 8. **ORDER CANCELLATION**

- Orders for 'Core Products' and 'Bespoke Products' can only be fully cancelled within 2 working days of the order being confirmed. Cancellation within this time will result in full refund of any deposit paid.
- Orders cancelled 2- 10 working days from order confirmation will result in 50% refund of the deposit paid.

- Orders cancelled after 10 working days from order confirmation will result in 0% refund of the deposit paid.
- 'HvS Originals' can be cancelled up to the point of order dispatch for a 100% refund. Please see **Returns/Refunds** for further information about procedure after dispatch.

## 9. **MEASURING AND CUSTOMER SUPPLIED SPECIFICATIONS**

- It is your responsibility to ensure that all measurements provided are taken carefully and are correct, if needed please contact us for advice. Remember that it is not only the space for your furniture that needs measuring, but also access to that location. Please bear in mind doorways, narrow hallways, stairs, tight corners etc. Houthandel van Steen will not be able to offer refunds for any piece made to provided dimensions that does not fit in the desired location.
- Where design allows items may be able to be disassembled for transport and delivery and then assembled in location by the customer. We will advise if this is the case.
- Please also be aware of other factors that could affect installation of your furniture such as skirting boards, window sills, uneven flooring, clearance for adjacent doors/windows etc.
- If required we will take measurements on site but there may be an extra charge for this, dependent on your location.

## 10. **QUALITY AND GUARANTEES**

- Wood is a natural product – each piece is unique in its look, grain patterns and character and no two pieces will look exactly the same, even when using the same stain or finish. While every effort will be made to match the colour of a finished piece to any

sample supplied, there may be slight differences which are part of using real wood and make your piece of furniture truly unique.

- We do not offer a colour matching service to existing pieces of furniture. It may be possible to get a similar colour or tone, but refunds/returns will not be offered in the case of an item not matching an existing piece.
- Items ordered at different times may have differences in colour/finish. If you would like a number of pieces to all match they need to be ordered and produced at the same time.
- Please let us know if you require a more polished or rustic look of the solid wood used on your item.
- In case of damage to your product that isn't caused by improper use or general wear and tear and that happens within the warranty period of 1 year after installation/delivery, we will repair or replace the product free of charge if considered reasonable.
- Wood is susceptible to changes in heat and moisture. While we aim to take account for wood swelling and shrinking in our designs, Houthandel van Steen will not be held responsible for any damage or movement in your furniture caused by it being placed in areas where temperature or moisture could alter drastically. For example, heat from positioning directly near a radiator, dry atmosphere from under floor heating or damp from outdoor placement (unless item is specified as outdoor furniture)
- Wood stain can also be affected by direct sunlight placement.
- The look and finish of your furniture will alter over time with use, cleaning etc – this is part of the joys of real wood furniture and is not indicative of poor workmanship or a fault with the finishing. We can advise on cleaning/refinishing techniques if necessary.

- Houthandel van Steen cannot offer refunds or free repairs on items that have been affected by any extreme environmental factors. We may be able to repair items however there will be a labour and pick up/redelivery charge.

## 11. **DELIVERY AND INSTALLATION**

- We deliver within a maximum distance of 30km from Amsterdam. Delivery costs are €80,- if delivery can be done by 1 person, €160,- if 2 persons are needed to deliver the product.
- Unless specified otherwise deliveries are a one-man service, so assistance may be required.
- Standard delivery will be planned on Monday, Tuesday or Friday from 9am until 5pm.
- Costs for delivery outside of a 30km radius from Amsterdam will vary based on product dimensions and weight, distance and delivery conditions, and will be quoted per project.
- Delivery to areas outside The Netherlands may be possible, please contact us for information.
- We will try our best to deliver within the agreed time slot, however we will contact you if there are any changes or delays.
- Houthandel van Steen is not able to take responsibility for the time slots or delivery details given by third party couriers.
- Please advise if there are any specialist instructions for delivery (access time restrictions, lack of goods lift etc) as accommodating these may incur extra charges.
- If no one is present at the delivery location at the date/time agreed a re-delivery charge will be levied.

- Houthandel van Steen is not responsible for any issue that may arise for inadequate fitting by you the customer or anyone employed by you to perform the installation.
- Installation costs are calculated upon completion of the installation and are €160 per hour per person for the first hour, €80 per person for every hour afterwards. Installation costs are never included in the price of the furniture, unless specifically stated otherwise.
- Any estimates of installation costs that are given beforehand are purely indications and no rights can be derived from them.
- Possible pakring costs during the installation will be charged to the customer and included in the end invoice.

## **12. FAULTY OR DAMAGED GOODS**

- We strive to ensure that you are satisfied with the furniture that you receive. Should there be a fault with the item on delivery, or the incorrect item has been delivered please contact us at the earliest opportunity and we will advise further.
- Please inspect any delivery as soon as possible. If there is any damage from transit, please contact Houthandel van Steen at the earliest opportunity and we will advise further.
- Claims for transit damage will not be accepted after 48 hours from delivery.

## **13. RETURNS/REFUNDS**

- 'Core Products' and 'Bespoke Products' – Furniture that is made to order is not subject to distance selling regulations. Therefore, these items cannot be returned for refund.



- 'HvS Originals' – Once the item has been delivered it can be returned up to 14 working days from the date of delivery. Either the item should be returned at your cost, or a collection fee will be charged. In the latter case the collection fee will be deducted from the refund. The refund will not be credited to you until the item has been received back to us in re-sellable condition.

#### 14. **PRIVACY POLICY**

- We will only retain personal details needed in relation to your order – name, address, contact numbers and email.
- Once your order is complete your details will be archived. No details will be kept in an nonsecure physical or online location
- We will only share details with companies who require it to fulfil your order, for example delivery companies.