

## General Terms and Conditions

**eDezeen** is a brand which encourages and inspires it's customers to look beyond their imagination in the process of creating the perfect space in their lives, weather we refer to homes or public spaces. Should you have any inquiry about online shopping at eDezeen, please find below a complete support regarding our sales policy and services we can provide to our customers.

**eDezeen is a trading name of Tinold Investments LTD**

Address: 59-61 Acropolis Ave., 2012 Nicosia, Cyprus

Phone: +44 33 0001 0197

E-mail: [office@edezeen.com](mailto:office@edezeen.com)

Open hours: Monday-Friday, 10:00 AM – 6:00 PM (EET)

### **Aplicability:**

These are the terms and conditions of sale which apply to your purchase of goods from eDezeen. These Terms of Sale, other important legal terms are set out in our Returns Policy. By agreeing to these Terms of Sale you also agree to the Returns Policy, all of which form part of a legally binding contract between us and you. You should read these Terms of Sale and the Returns Policy carefully prior buying anything from eDezeen.

We reserve the right to change the Terms of Sale and the Returns Policy at any time. Any changes to the Terms of Sale or the Returns Policy will be effective for all new orders placed after the change is published on eDezeen Online website. You should check the Terms of Sale and [Returns Policy](#) posted on the eDezeen Online website before each order – they may have changed since your last visit.

If you have any questions about the Terms of Sale, the Returns Policy, the goods or eDezeen please contact us or you can speak to an eDezeen advisor by calling +44 33 0001 0197.

### **About eDezeen and sales process:**

- We try to make sure that all information on the eDezeen website, including descriptions of our goods and listed prices, are accurate and correct at all times. However, mistakes do happen. We will try to resolve all errors in information on the eDezeen website as soon as reasonably possible and if we think that such an error has affected your order we will try to let you know.
- You should keep in mind that buying goods over the internet provides a different shopping experience from buying in-store. In particular you should be aware that:
- The colours of goods as shown on the website will depend on many factors – including your display settings;
- The sizes and shapes of the goods may differ in real life from how they appear on your screen. We

provide dimensions and measurements in the descriptions of the goods and it is your responsibility to check that the actual size of each item is suitable for your purpose;

- Pictures and images on the website are for illustration purposes only. For an accurate description of any item and details of what is included with the item, you need to read the corresponding written description;
- We reserve the right to adjust prices, goods and special offers at our discretion.

#### **Placing your order:**

- By clicking on the button “add to shopping cart”, articles will be placed into the shopping cart without obligation. All articles that have been placed in the shopping cart can be viewed when clicking on “your shopping cart / view your shopping cart”. Here you can delete articles or change the amount, also shipping costs are displayed.
- If the you want to by articles out of your shopping cart, you need to click on “checkout”.
- During the order procedure, you that are already registered with eDezeen and who have not been logged in before, may log in with their access data. New customers will be asked to give their order data and to register.
- Via the button “register now” or “please log in”, one moves forward to the shipping options. Here the you can choose between the various forms of shipping. By clicking on “continue”, one proceeds to the various payment procedures. Here the you may choose a way of payment.
- Before the order is concluded, the you can control you order by clicking on the button “continue”, than you are shown all of the order data (in particular invoice address and delivery address, product, purchase price, amount, payment method). The data may be corrected or changed.
- By clicking on the button “Place Order”, your order will be registered in our system and you will receive an email in order confirmation containing the selected products and the necessary information for the payment. Please note that by clicking the button "Place Order" you assume the obligation of payment of the placed order.

#### **Security:**

- It is your responsibility to ensure that your login details, password and all other details in relation to your account remain confidential at all times. You agree to let us know as soon as possible if you know or reasonably suspect that the security of your account is at risk.

#### **Payment conditions:**

- The payment for the goods will be made in advance, via invoice.
- As soon as you will place the order, you will receive via e-mail a Proforma invoice containing all the items placed in the shopping cart.
- After the payment confirmation, the purchased items will be sent to the customer, accordingly to the ‘Delivery and shipping conditions’.
- The prices at the time of the posting of the order by the customer apply. All prices shall be in euros and without exception. All prices include taxes according to the legal conditions applied in each country.

#### **Delivery and shipping conditions:**

- eDezeen delivers the orders as soon as the payment confirmation is made, in compliance with the customer’ s location.
- Delivery will take place at the delivery address specified by you during the order process.

- The delivery and shipping costs arise in relation to the ordered items and will be calculated from the place of the seller's registered offices.
- In case of delivery outside of the European Union, other costs or fees may arise such as taxes, customs etc., that will be paid by the customer.
- eDezeen offers standard package shipping or express package shipping.
- Please check the measurements of the goods you are buying to make sure there is enough space at the delivery address for delivery to take place. This includes checking that there is suitable access to the delivery address.
- On delivery, the delivery document must be signed by you to confirm that the delivery has taken place. This will not affect your legal right to notify us at a later date if you subsequently find a defect in your goods. If you refuse to sign the delivery document, this will be taken as a refusal to accept the delivery

#### **Returning goods and cancelling your order:**

- Unless fully paid, the goods shall remain our property and by delaying the payment of the order for more than one month the order will be considered canceled, or you can cancel it by contacting one of eDezeen' s operators by calling +44 33 0001 0197.

#### **Fraud:**

- eDezeen does not support providing confidential information, such as personal passwords or codes regarding bank accounts, credit cards or any other registering information.
- Should the customer decide to provide the above mentioned information to a third person who claims being an eDezeen representative without proof, we do not take responsibility for the consequences.
- Any information forwarded by an eDezeen agent will contain specific information with contact data from our company.
- We shall consider fraud attempt any action mentioned or similar to the ones listed below:
  - Attempts to access an eDezeen customer' s account without his permission or knowledge.
  - Attempts or action to modify or withdraw content from the eDezeen online shopping website.
  - Attempts to obtain personal information of any eDezeen customer ( e.g. bank account, credit card information etc. ).
  - Attempt to use any eDezeen customer' s information for proper financial benefit.
  - Attempts or actions which affect the performance of the server/ servers on which eDezeen online shopping website functions.
  - Attempts to copy or withdraw information regarding the construction of the eDezeen website and/ or data base.
- The withdrawal or usage of our customers financial information will be considered a criminal act and shall be punished as such.
- Should any of the actions previously mentioned occur, we reserve our right to initiate a complaint in court against the culprit.
- Should you witness or detect such actions, do not hesitate to inform one of eDezeen agents.

#### **eDezeen liability:**

- Should any damage come up during delivery on any other ordered goods, eDezeen will take responsibility in replacing the damaged products.
- We will not be liable to you for any loss of revenue, profits, anticipated savings, goodwill or business opportunity, for any injury to your reputation or for any losses that are not reasonably foreseeable by

both of us at the time your order is accepted.

- We will not be responsible for any delay or failure to comply with these Terms of Sale if the delay or failure arises from any event which is beyond our reasonable control. Such events would include (but are not limited to) fires, floods, earthquakes, storms, natural disasters, war, civil unrest, acts of terrorism or malicious damage to or destruction of our premises, equipment or goods.

**Warranty:**

- eDezeen offers warranty and replacing opportunity for the purchased products in compliance with the manufacturer' s conditions and the product class which contains the goods from the request.

Occasionally, we may decide to change the Terms and Conditions so we suggest that you review it periodically so you are aware of any changes.