



<b>TERMS OF TRADE:</b>	<b>FELIX</b>		TOT- FT- 8.22
Valid from:	August 2022	Finish:	Powder coated
Name:	Felix	Indoor/ outdoor:	Indoor only
Description:	Occasional table/ objet d'art	<u>Special notes:</u>	More suited as objet d'art than a 'normal-use' table
Material:	Mild steel		

### **HOW TO BUY**

Felix table can only be ordered direct from [VOLO Furniture](#) by email.

On enquiry, we will provide a formal quotation confirming pricing, quantity, colour and shipping details.

Manufacture of the goods ordered will commence when the quotation becomes an order ie: when the client confirms acceptance of the quotation by email and when a deposit of 50% of the quotation is received by VOLO Furniture.

Balance of the quoted price is due for payment prior to shipping from VOLO Furniture.

Once the Felix table has left the warehouse, the customer will be notified by email and supplied a shipping tracking number.

### **COMMERCIAL SPECIFIERS**

If you are specifying a Felix table/ objet d'art for a commercial project, please advise VOLO Furniture in enquiry email.

### **PAYMENT METHOD**

VOLO Furniture only accept payment through online banking direct to our New Zealand bank account.

We do not accept credit cards, cheques or cash. All prices are in New Zealand dollars.

### **SHIPPING**

Delivery is offered New Zealand wide. We recommend that customer's delivery address is to a business during working hours 9am-5pm weekdays.

We require a signature for any goods delivered, at which point responsibility for Felix table passes to customer.

VOLO Furniture take no responsibility if table is delivered to address when business is not open, or when you are not home. The courier company will keep the Felix table at their depot and it is customer's responsibility for pickup from there, or have redelivered.

VOLO Furniture takes no responsibility if customer supplies incorrect address or drop-off date.

It is the shipping companies responsibility to deliver the Felix table to business reception/ inbound or residential home front door only.

## HOW LONG DOES IT TAKE?

Lead time: 8 weeks\*.

We will notify the estimated delivery date on the initial quote. Given the bespoke nature of the goods and all manufacturing and finishing is outsourced by VOLO Furniture, any date shall be an estimate\*.

If our supply of any product is delayed by an event outside our control then we will contact you immediately and we will take steps to minimise the effects of the delay.

## INSURANCE

VOLO Furniture insures each Felix table during the time it is in transit until it is delivered to the specified address - from that point on insurance is customer's responsibility.

## SHIPPING DAMAGE

Be sure to carefully inspect all packaging upon delivery. In the unlikely event there is damage to packaging make mention of the fact to delivery driver - photograph packaging before unwrapping. Felix table has a custom-made shipping box that is designed to withstand some knocks, however immediately inspect the Felix table for any damage and if there is photograph damage extensively and contact VOLO Furniture by email within 24 hours (with attached photographs).

## CHANGE-OF-MIND RETURNS

We want you to be happy with your order and offer full refund of purchase price on the Felix table if you are not completely satisfied - you may return the goods.

You must email VOLO Furniture within 14 days of receiving your table to formally advise that you wish to return your table.

As part of our policy Felix table must be returned in good order in original intact packaging (it is advised that you photograph box before shipping back).

Customer is responsible for return shipping (insurance) cost and any subsequent damages from return shipping. Failure for Felix to return, no refund will be given and it is customer's responsibility to claim their shipping insurance.

All special finish orders (custom colour) are considered non-refundable. In some instances if VOLO Furniture has pending orders we may accept them back at our discretion.

## CANCELLATIONS

If we are notified of cancellation by email within 48 hours after email order was made, the initial order 50% payment will be refunded in full.

Most of our furniture is made to order from outside suppliers and if cancelled after 48 hours no refund will be given.

## WARRANTY

Your Felix table is warranted to be free of any manufacturing defects for the period of 2 years.

From date of purchase VOLO Furniture guarantees to repair Felix table if found defective in materials, construction or workmanship under normal use and following care and moving instructions.

The warranty excludes damage from misuse or abuse, alteration or unreasonable use of your Felix table/objet d'art.

Due to handcrafted nature of Felix table there may be minor flaws and imperfections which are characteristic of manufacturing processes.

Warranty claims to be made via email with a written account of fault(s) noticed and attached photographs - we will then contact you to discuss further.

Authorisation from VOLO Furniture is required prior to the return of any item and we will give instruction on where and how to ship. Customer is responsible for return shipping cost.

**WHAT WILL VOLO FURNITURE DO TO REMEDY THE PROBLEM?**

We will examine the table and make a determination if it is covered under the limited warranty. If the table is faulty it will be replaced by an identical table. VOLO Furniture is responsible for shipping cost of replacement table.

**STANDARD COLOURS**

Standard colour choices are shown on Felix table specification document.

**CUSTOM COLOURS**

This offer is only available for orders on 5 or more same colour Felix tables. (Custom colour choices are shown on Dulux powdercoat website see Felix table specification document).

Prior to manufacturing start we will supply Dulux colour swatch(s) for your appraisal and approval.



**OTHER**

We have made every effort to display as accurately as possible the colours and images of our products on our documents and website.

Prices are subject to change without notice.

All information supplied to us is kept private by us and not supplied to third parties.

If you have any questions, please contact us by phone, or email.



THANK YOU



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