

## TERMS & CONDITIONS OF SALE

Gwendoline Porte Design  
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### General

Please read the terms and conditions carefully before placing an order. When placing an order at Gwendoline Porte Design you are accepting all of the following terms and conditions. If the following terms and conditions are unclear or you do not agree with all of the following terms and conditions, you should contact our Customer Service team before placing an order with us.

The following terms and conditions are subject to amendment.

### Orders

All rates are based on current EU/UK regulations and will be subject to change at the outcome of Brexit. This may affect costs, transit times and customs requirements.

GBP prices, no minimum order quantity.

Orders can be placed over the phone (+44 (0)789 699 6119) or via email ([contact@gwendolineporte.design](mailto:contact@gwendolineporte.design))

If you need assistance or have any questions about any products before you purchase, do not hesitate to contact us.

You will then receive by email a pro forma invoice listing the product details and all necessary information relating to your order (shipping, schedule, bank details, etc.)

All of our product prices are EX-WORKS.

Shipping costs are based on the destination, size and weight of the actual shipment.

Items are delivered by single drivers to the ground floor of your property only. Please contact us if you need a different level of service. Additional transport costs may be invoiced when shipment exceptions are required (specific countries, specific final delivery request for example).

Usual lead time 4-6 weeks.

The invoice number should be the reference for all correspondence and payments with/to Gwendoline Porte Design.

Please read your email confirmation very carefully to ensure that each item you ordered has the correct finish, colour, size and quantity. Please contact us immediately if you find any errors or if the information is unclear. Gwendoline Porte Design is not responsible for items that are ordered incorrectly. Please only order if you are certain about the specifications for the item you are ordering.

Once we've received your payment by transfer (Cheques and credit card payments are not accepted), you will have entered into a purchase contract with us.

RAILS are made in Italy, mainly handmade by artisans. Our products are quality-checked before leaving the factory to ensure they are in perfect condition. However, due to the hand-crafted nature of our products, there may be minor flaws & imperfections, which we believe are characteristics of the processes and add to the beauty and individuality of the items.

The pictures on Gwendoline Porte Design's site are provided for general information only and should not be used as the sole basis for making decisions as they could differ depending on the device you are using to browse the site.

As colours may appear different on pictures online and in real life, or if in doubt you are advised to examine actual samples of the colour before placing an order.

One-off pieces and bespoke design on request.

## **Delivery Claims**

Please be aware that although the delivery companies we use take every care when delivering your products, we cannot be held responsible for any damages that occur to your property or possessions whilst the delivery is in process. It is your responsibility to take every care to cover any carpets or furniture and remove any valuables, including pictures, from the delivery area.

Gwendoline Porte Design will not be held responsible for goods damaged during transport, if they are signed for at destination. No Claim regarding damage, shortage or defect will be considered unless reported accompanied by digital pictures within 24 hours from receipt of goods. Before signing for receipt of deliveries, please check that there is no visible damage to the exterior of the packaging. Should you notice any type of damage to the boxes, be certain to make a written note of this when signing the driver's proof of delivery, take pictures before unwrapping it.

## **Cancellations**

You are able to cancel your contract with us at any time up to 14 days after the day of delivery. If you wish to cancel your order you must contact us.

If you request a refund, we will refund the amount you paid for your goods excluding the original delivery cost and the charge for returning the goods (unless they are faulty or damaged (see Delivery Claims). Shipping charges are non-refundable.

If you fail to take reasonable care of the goods before they return to us and this causes the damage or deterioration of the products, we will charge you for the reduction in value.

Any products returned should be unused and in their original packaging. Therefore, please check your goods thoroughly to ensure you are satisfied before disposing of your packaging.

Bespoke items cannot be returned.

You will need to provide us with your account details so that we proceed to any refund.

### **Recommended Retail Price (RRP)**

Our minimum RRP are following the rules below to all retailers:

- No discounts are allowed on our products without our consent in writing, our recommended retail prices RRP should be maintained.
- Offering our products throughout another online platform other than your own shop or Webshop, is not permitted.

### **Copyright**

All rights, including copyright, for the products and the website are owned by or licensed to Gwendoline Porte Design. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non-commercial use is prohibited without the permission of Gwendoline Porte Design.