



HOMMÉS

#TERMS AND CONDITIONS

REGISTRATION PROCESS AND HOW TO PLACE AN ORDER

- In order to purchase products from HOMMÉS Studio a site registration is required, either for trade professionals or end consumers.
- In order to perform a trade registration, a valid corporate email-address, company name, address, VAT number and other relevant information is required
- Trade registration confirmation is sent by email under 24 hours (or next working day)
- Orders are only accepted once placed by recognized and registered users (registered trade accounts benefits from special sales conditions)
- You can cancel your registration at any time by contacting sales@hommes.studio
- When completed the registration process, all the purchases are subject to the Online Sales Policy
- Orders can be placed through our website, over the phone or via email.
- After the order is placed, an email is sent under 24 hours (or next working day) with an order confirmation and additional information relating the order

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PASSWORDS AND SECURITY

- On registration you will be given a username and password. It is strongly advised this password to be kept secure and not disclosed to anyone
- If the password is lost or forgot you are able to reset your password if you satisfy our security check.

PRICING

- The price of our products (VAT not included) will appear in the screen while placing the order
- Products prices may change at any time without prior notice. However, we will always apply the official price promoted at the time of the receipt of your purchase order
- You expressly authorise us to issue your invoice either electronically or on paper.

PAYMENT TERMS

- Purchases made through this website may be made by credit, debit card, through Paypal and bank transfer
- By authorising the payment you are confirming that you are the rightful holder of the bank card
- To reduce the risk of unauthorised access, your credit or debit card details will be fully encrypted.
- Credit or debit cards will be subject to verification and authorisation by the issuing entity.

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DELIVERY

- Deliveries may be performed by different logistics partners depending on the size of the item and destination.
- The goods of your order will be delivered to the address you give when you place your order. This information is subject to confirmation
- Upon checkout, you will be notified of any delivery and shipping charges you may be liable to pay.
- Our products are quality-checked before leaving the factory to ensure they are in perfect conditions. We require the goods to be inspected, and we strongly recommend, upon arrival, to not sign for them unless you are certain that they have arrived in perfect conditions.
- If goods are being shipped to any country outside the EU, the customer will be liable for custom taxes, sales taxes or any import duties imposed on those goods by the country of destination.
- All products are carefully packaged in order to avoid damages during transit

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CANCELLATION RIGHT

- To exercise the right of cancellation, a written notice to the Company must be given within 2 days of receipt of the goods, supplying all details of the order and delivery, except for custom and made to order pieces
- If the cancellation right is activated, the return of the goods must happen within one week, at the customer's own cost
- The item must be unused and in perfect and resealable condition. Items are only returnable in the original, undamaged packaging. The goods must be returned to the address of dispatch, as instructed. The customer must take every care to ensure the goods are not damaged
- Once you have notified HOMMÉS Studio that you are cancelling the order, a refund or re-credit will happen within 30 days for any sum that has been paid by debited from the customer's credit card.

VINTAGE PRODUCTS

- Vintage items are by nature second hand products, even though we secure they are all reconditioned, cleaned and checked for quality.
- If there is a problem with an item, you have a 2 days period to report the problem
- Because of the nature of all the Vintage Products it is expected the customer to understand that some natural imperfections may arise
- HOMMÉS Studio reserves the right to refuse a return or exchange on any Vintage product commercialized.

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FORCE MAJEURE

- Performance of services and sales of products by HOMMÉS Studio may be suspended in the event of a force majeure event preventing or delaying its performance including but not limited to acts of fires, storms, floods, accidents, explosions, epidemics, earthquakes, quarantine restrictions, civil or military authority, acts of public enemy, war, terrorism, acts of the government loss or interruption of electrical power or other public utility, freight embargoes, delays in transportation or other circumstances beyond the control of **HOMMÉS Studio**
- **HOMMÉS Studio** will inform the Customer of unforeseeable events within seven days of its occurrence. Should the suspension of the services last more than 30 days, the Customer may cancel the order and receive a refund of amounts already paid.

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WARRANTY

- All goods supplied by us are warranted to be of satisfactory quality, fit for their normal purpose, and free of defects for a period of 12 months from the date of delivery
- All-natural goods supplied by HOMMÉS Studio due to its natural and geological variations, which is beyond our control, makes each of HOMMÉS products one of a kind and ,in a way, a limited edition by itself.
- All assembly and fitting parts are guaranteed for 3 years.
- This warranty does not apply to any defect arising from fair wear and tear, deliberate or accidental damage, negligence by you or any third party, using the goods otherwise than recommended by us, a failure to follow our care or any other instructions, or any alteration or repair carried out without our prior written approval.
- You must notify us of any defects as soon as reasonably possible after they are discovered.
- Defective goods will, at our election, be repaired or replaced.