

TERMS AND CONDITIONS

Written by Charalambos

Thursday, 23 December 2010 14:13 - Last Updated Monday, 23 May 2011 06:51

1. VAT

All of our quoted prices are inclusive of VAT at the prevailing rate; however, adjustments will have to be made to comply with any change in rates or other legally imposed changes in respect of VAT.

2. Payment

50% payment will be required at time of order and the remaining 50% upon delivery. Please be aware that a €100 deposit will be required on all finance agreements, if you wish to cancel an agreement outside the 7-day cancellation period you will not be refunded your deposit.

*For wholesales order 50% payment will be required and the remaining 50% upon receipt of the shipping documents.

3. Delivery

The delivery charge is €50 for purchases under €1000 with a few exceptions which are noted before the payment, is processed. Charges for deliveries outside the Cyprus are available on request. We only deliver to the first floor of any house/apartment, except when arranged separately at time of order which may incur an additional charge. Target delivery dates will be arranged within our normal delivery areas on designated days, which we will notify to you. If you required delivery date other than the one provided then a minimum of €50 charge will be apply, depending on the hours and dates. On the delivery day, a two person team will place your furniture into the room of your choice. Product will be unwrapped or wrapped (except where self assembly product) and you will be asked to inspect the product. All rubbish will be removed. You must inspect all goods on delivery and advise us of any shortfalls or visible damage, we cannot accept any claim for damage where the product is not unwrapped and inspected at the

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time of delivery.

*Note that you will have been advised separately if the delivery crew is undertaking any assembly work (this applies only to certain ranges).

4. Split deliveries

Where you have selected multiple products from us then we may need to make more than one delivery to you. Where this is necessary we will not charge for the additional delivery.

5. Delivery dates

All delivery dates quoted at the time of your order are estimates. Whilst we make every effort to ensure that we honor estimated delivery dates, it is possible that circumstances beyond our control may cause delivery dates to be changed.

6. Access

We will do our best to place the goods in the desired location, provided there is reasonable access. It is your responsibility to ensure that the product can be delivered into your home and into their chosen location. It is essential therefore that you discuss any possible restrictions on access into your home so that we can perform a risk assessment with you. You should think in particular about vehicle access, lifts and tight stairs etc. If windows or doors need to be removed in order for access to be gained it is your responsibility to arrange this at your cost and risk.

7. Colors and finishes

Photographs displayed on our website and display models and samples in our stores are

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representative of the finished product. Whilst every effort will be made to match all colors and finishes, goods are supplied on the understanding that there may be slight dye, shade and grain variations, particularly with natural products such as wood and rattan. Where stated, some images have been digitally created to illustrate the color options available for this range. These colors will be affected by your monitor and by your printer and therefore may not be 100% accurate to the finished product. Exact color swatches can be seen in our store.

8. Size and Description of Product

All sizes quoted are exactly as stated. Size and product descriptions are given in good faith from our own factory and from our suppliers' information. Products are manufactured to perform within the appropriate industry measurement tolerances.

9. Amending or cancelling your order WITHIN 7 days of placing your order (Online only)

We promise to give you a full refund if you change your mind for any reason within 48 hours of placing your order with us. After this date we will have in most cases a binding contract with our suppliers to supply or make your product. Any damaged goods must be reported within 48 hours of the order being accepted and should be reported as such at the time of delivery for the query to be valid.

10. Cancelling your order AFTER 7 days of placing your order

Made to Order Products (Custom-made Products)

Made to order products, have been produced specifically for you, therefore no refunds or exchanges can be made after 48 hours of placing your order unless there is an error on our part regarding the product specification, or the item is found to be faulty.

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For products ordered over the Internet, you have the right to cancel orders on products that are not made to order by notifying us in writing (including email) before delivery or within 7 working days of receiving of the goods. If you cancel your order once it has been delivered, you must not use the goods, must take care of them, and must make them available to us when we call to collect them on the date we will agree with you. We will collect the goods and then refund the cost of the items ordered within 30 days of cancellation.

Please ensure that the goods are maintained in a saleable condition and in their original packaging. Self assembly furniture cannot be returned once assembly is part or fully completed, unless the item is found to be faulty. If you do not comply with your obligations above, we will not agree to the refund or may make a reasonable charge to cover any costs that we incur (for example in respect of wasted collection journeys or goods that you have damaged or lost). Your statutory rights are not affected.

Exceptions to this policy

The Cancellation and Refund policy described above will stand unless:

- 1) We have not followed your instructions clearly
- 2) The order has been delayed by more than 5 weeks after the lead time quoted to you in writing at the point of order. In case of natural disasters or any fault of shipping process we are not held responsible and no refund will take place.
- 3) The product is found to be faulty

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11. Cancellations by Prunabon

We reserve the right not to accept an order if:

- 1) If we do not have the stock to fulfill the order
- 2) If we are unable to deliver the product to your area
- 3) If an item was incorrectly priced or described on the web site
- 4) If your payment was not authorized
- 5) If you have not complied with our terms and conditions of sale
- 6) If an order is cancelled by Prunabon, any payments made to us will be refunded within 30 days of the cancellation.