



COVET·HOUSE

CURATED DESIGN

THE MOST POWERFUL TOOL

TO INSPIRE AND TO BOOST CREATIVITY

TERMS & CONDITIONS

BOCA DO LOBO

DELIGHTFUL

BRABBU

KOKET

MAISON VALENTINA

cinco

LUXXU

ESSENTIAL HOME

RUG SOCIETY

PULLCAST

HOME'S SOCIETY

FOGO

CAFFELATTE

TERMS & CONDITIONS

Terms and Conditions are subject to change at any time, without prior notice. These Conditions can be saved electronically or printed by all users of our Website. These Conditions will apply to all transactions carried out by placing an order via our Website or Email :from COVET HOUSE's Sales Representative, it is implied that you accept our terms and conditions as listed below

Updated version 10/01/2020

PRICES

1. We reserve the right, without prior notice, to discontinue products or change specifications and prices on products;
2. Prices always refer to a single unit and VAT is not included in the price. Legal tax and fees must be subsequently added to the price;
3. Price excludes shipping or assembly service;
4. Specifically, on Upholstery items, the price includes the standard fabric according the grade specified; In case a different fabric from one of the brands from Covet House is required, or COM/COL option, price will be provided according your requirement and client must contact the sales Representative for pricing;
5. Standard packaging is included in the price. Should the client require specific packaging, it will be charged accordingly;

ACCOUNTS & PAYMENT TERMS

1. All accounts will be registered once the first Proforma Invoice COVET (FPCVT) is issued;
2. Client has to provide valid company details such as: Billing name, Billing address, VAT number (company registration number or resale certificate number).
3. Proforma Invoices will require a 50% deposit to start the production of orders and the payment of the final balance prior shipping or pick up from Portugal; We reserve the right to negotiate a deposit higher than 60% for large value orders;
4. Customized/ bespoke proformas will require 100% of the payment;
5. Proforma Invoices must be signed and stamped by the client in order to approve the described content;
6. Payment must be made by wire transfer (in Euros € or in Dollars \$) and a confirmation (receipt) of the transfer must be send to the sales representative. Payment also confirms data described on proforma Invoice;

BANK DETAILS:

COVET LDA

BANK DETAILS

BPI ACCOUNT USD

NIB: 0010 9999 55721160601 88

IBAN: PT50 0010 9999 5572 1160 6018 8

SWIFT: BBPIPTPL

COVET LDA - BPI ACCOUNT USD

NIB: 0010 9999 55721160601 88

IBAN: PT50 0010 9999 5572 1160 6018 8

SWIFT: BBPIPTPL

7. All products are property of COVET HOUSE until full payment is received;
8. COVET HOUSE reserve the right to defer the dispatch date until the balance of the order is received;

PRODUCT & STORAGE FEES

1. COVET HOUSE reserves the right to apply a warehouse fee except for mutual agreement between both parties;
2. Upon completion, an additional storage fee of 120€/m3 per week will be charged to any stored merchandise if the invoice balance is not fully paid and shipping arrangements have not been made within 2 weeks from the date the goods are received in our warehouse;
3. This fee will be cumulative until the remaining amount (invoice balance and storage fees) is fully paid and shipping arrangements have been made;

LEAD TIME

1. All quoted completion and delivery dates are estimates only.
2. Production time from Covet House's brands is 4 to 6 weeks. Sales representative will inform the correct lead time, depending on the brands' orders.
3. For pieces with custom specifications or orders of large quantities COVET HOUSE reserves the right to agree with the client on a different lead time.
4. Lead time for orders with COM products only start once the fabric arrives at our office and is properly identified.
5. All fabrics must be identified with the proper document – provided by Covet House sales rep.
6. COVET HOUSE is not responsible for delays in production or any fabric misuse if the fabric is sent without identification by the client.
7. COVET HOUSE is not responsible for delay in production time if there is failure in submitting the confirmation (receipt) of the transfer.

STOCK & OUTLET PRODUCTS

1. We keep a reasonable number of products in Stock and a product only can be reserved upon a deposit received from the client.;
2. We offer great deals on all available floor and sample items, up to 70% off. These items have been used in showrooms, trade shows or other product placement events. Therefore, finishes variations, slight different dimensions and minor imperfections may occur from the standard product displayed on our website and catalogues. We will provide details about individual condition of each item upon request. COVET HOUSE Outlet items are available to be purchased at their current condition. We take all reasonable care to ensure that the product descriptions and details provided are accurate before purchase. Items are subject to availability and quantities are limited. Outlet sales are final - no returns or refunds;
3. Availability of the product must be confirmed with the sales representative, due to our stock turnover;

INTERNET POLICY

1. Dealer internet websites may neither advertise, nor in any way display the COVET HOUSE name, logo, product images or any other branded company symbols or information without prior written consent from the company.
2. Dealer websites may not display pricing on COVET HOUSE products, promotional offers, discounts or value statements (e.g. lowest price). Please contact COVET HOUSE for further company guidelines on internet/marketing usage.

DISTRIBUTION POLICY

Contact our the sales representative or via our general email info@covethouse.eu for further information.

PRODUCT

1. Each COVET HOUSE brand design is hand crafted. While every effort is made to maintain uniformity, slight variations may occur.
2. COVET HOUSE is free of committing any design improvement without notification. Images on catalogue or website may vary from the final product. We work every day to enhance the quality of our products aesthetically, usability and reliability.
3. For custom requirements every case will assessed individually by our design team. If a custom drawing is required there can have a fee applied to the service.

SAMPLES

COVET HOUSE has samples available of all its standard finishes, for hard case and fabrics. If the clients wishes to acquire any of the finishes they should contact, via email at info@covethouse.eu or the sales representative in order to purchase them. When a fee for the sample is applied, it is deduced in your next order with COVET HOUSE.

COPY RIGHTS

All rights reserved. No part of COVET HOUSE design pieces may be reproduced, distributed, or transmitted in any form or by any means, including prototyping, 3D drawings, or other electronic or mechanical methods, without the prior written permission of the brand, except noncommercial uses permitted by copyright law. For permission requests, write to the brand, addressed "Attention: Copy Right permission," at info@covetlounge.net.

FREIGHT POLICY & DAMAGE CLAIMS

1. Shipping Incoterm could be Ex Works (EXW), DAP or DDP – Origin Porto, Portugal;
2. All the transports made by COVET Lda are insured. If transportation is arranged by COVET HOUSE, fees will be charged separately from the product(s) value. Standard shipping quotation includes door-to-door, drop off service only. If a different service or urgent delivery is required, the customer must clearly request it when placing the order and will be charged accordingly. All products are carefully packed and inspected prior to shipment;
3. POD must be signed with reservations. In case of apparent damage, the customer must open the goods in front of the carrier and mention the damages on POD. The customer should keep the products in the final destination and save the packages. In case of no apparent damage, the customer must mention on POD – "received the goods but will be checked the state". In this case, the customer has a maximum of 7 business days, after delivery, to claim;
4. We are not responsible for damages caused by handling, loading or unloading by people acting on behalf of the customer. COVET HOUSE is not responsible for loss or damage in transit. Should visible or concealed damage occur in transit, immediately notify the delivering carrier with initial notification of intent to file a claim;
5. Any damage should be communicated to the sales rep during the first 48 hours after receiving the order; photographic and video evidence of the damages should be sent via email. Failure to report concealed damage within 48 hours of reception may result in the denial of the claim. Proving that any damage in the piece(s) caused by the transport requires re-placement, COVET HOUSE compromises to exchange the damaged part or complete piece(s) within a period agreed with the customer.