

DELIVERY

Delivery time

ZOFFANO only produce what our Customers request. By using this system, we only use the raw materials and energy needed, thereby minimizing resources and waste. So after the Customer makes their payment, the craftsmen will begin to create their product and between 1 and 4 weeks later the Customer will receive it at home. The Customer can check the delivery time for each particular product on the product page of this website. Nevertheless, if the Customer has any urgent orders, they should contact us, and we will always do our best to accommodate their needs.

Note: For the some products we have a small stock, so this products could be shipped immediately and delivery some days later, depending on the destination country.

ZOFFANO is not responsible for any delays that may arise due to holidays, or by incidents beyond our control (force majeure, strikes, floods, fire, unforeseen deterioration in the material, etc.), although the Customer will be informed if this is a likely case either when ordering or during manufacture. In all cases, the Customer must provide a mobile phone number on which they can be contacted, which will be used only for solving any type of incident relating to the delivery of the order, or for sending SMS status reports on the delivery of their order/s.

Shipping cost

The system will automatically calculate the shipping cost depending on the volume, weight and destination of the products purchased.

Delivery

The products are delivered fully packaged and protected in their housing, usually disassembled, occupying the least possible space saving energy during transport. Prices do not include the mount for the articles that require it.

Before signing any delivery note, you must inspect the packaging for any visible signs of damage during transport. It is normal that packaging show some wear, and normally, this does not mean that the contents are damaged.

The Customer should only accept merchandise that they believe to be in perfect condition. If the Customer decides to accept merchandise with visible signs of wear and possible damage, this MUST be noted on the delivery form next to their signature.

Following this, the Customer must contact ZOFFANO within 24 hours MAXIMUM, informing us of this damage, and any damage they may have found on the furniture, indicating their order number and attaching photographs from both content and packaging, and making sure to keep the original packaging. Without photographic evidence we may not be able to process the incident. We will be happy to replace any damaged or missing pieces which may be found at the time of delivery.

The merchandise will be delivered to the address provided by the Customer. Costs incurred due to incorrect address information may be passed on to the Customer. ZOFFANO shall not be liable for delays or other problems to the Customer, which results from an incorrect address.

The Customer should be aware that the courier is not obliged to deliver door to door, and therefore, they might need help to bring the order into their house. Therefore, the Customer should indicate any access problems to their residence BEFORE completing the order. May the Customer require additional help to unload their package, we could provide it at extra cost.

RETURNS

Post-sale service

All items on this website have dimensions and colours that give an approximation of reality, but they are not 100 % reliable. The Customer can verify all the information by contacting our technical department, as the cost of returns for technical reasons of this nature will be paid by the Customer. These costs will be calculated depending on the packages to be returned.

Satisfied or your money back

The philosophy of ZOFFANO is quality and the full satisfaction of our Customers.

For this reason we offer a professional service in our online shop in all phases of the Customer's purchase, from the products they order, payment, shipping and after-sales service.

While we hope that the Customer will be entirely satisfied with our products, there is always the possibility that, once they receive their order, they are not fully satisfied, or the product has been damaged in transit.

Return

If for whatever reason the Customer is dissatisfied with their product, when bought direct from ZOFFANO, the Customer has a period of 14 working days to communicate its return and a further 7 working days to do it. During this period the Customer retains custody of the products, and is responsible for their return without deterioration or partial or total loss of the product.

Products made to order may not be exchanged or returned, unless due to a mistake or manufacturing defect. The Customer should ensure that the product, personalisation, colour and finish are correct before placing an order, as we cannot modify any order specification once it has been sent to our factory.

Returns must be made in the original packaging, without having been assembled or used. Once the goods have been received and checked, payment will be made by the same means as the original order within 30 days.

The costs of postage for any return where malfunction or error is not attributable to ZOFFANO or the courier will be borne by the Customer. These costs will be calculated according to the goods to return.

Damage

The Customer should only accept merchandise that they believe to be in perfect condition. If the Customer decides to accept merchandise with visible signs of wear and possible damage, this MUST be noted on the delivery form next to their signature. Following this, the Customer must contact ZOFFANO within 24 hours MAXIMUM, informing us of this damage, and any damage you may have found on the furniture, indicating their order number and attaching photographs from both content and packaging, and making sure to keep the original packaging. Without photographic evidence we may not be able to process the incident. We will be happy to replace any damaged or missing pieces which may be found at the time of delivery.

Returns must be made in the original packaging and without having been assembled or used. Where ZOFFANO is liable, we will organise the collection of the goods at our cost.

Once the goods have been received and the defect verified, the product shall be replaced at no extra cost to the Customer within approximately 1 and 4 weeks, or the Customer will be reimbursed the full cost of the product returned, by the same payment method as the original purchase, in a term not exceeding 30 days.

Warranty

All products purchased through our online store have a 2 year guarantee from the date of the invoice, provided that it is a manufacturing defect and not due to inappropriate use of the product by the Customer.

Purchase responsibility

Unless otherwise specified in writing, all transactions between ZOFFANO and its Customers are determined by the sales conditions described hereunder and accepted by the Customer.

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PRICES

The applicable prices are those listed at the time of ordering. All prices include VAT (unless typing error). ZOFFANO reserves the right to change the price of their products, in which case the current price will override the previous one.

Please note that ZOFFANO is not responsible for any taxes, duties or import fees that may be charged when a package reaches its destination country. All orders are shipped DAP (Delivered At Place).

ORDERS

By using the website, the Customer is agreeing to:

- Use the web for consultation or legally valid requests.
- Not make any false or fraudulent order. In the event that there is any reasonable doubt to consider an order false, ZOFFANO will be authorized to cancel and notify the competent authorities.
- Ensure the personal data provided (email address, phone, mailing address, etc.), are truthful and accurate.
- When placing an order, the Customer declares that they are over 18 years of age and are legally able to make an order.

Order Confirmation:

The contract is not binding until the Customer receives confirmation of cleared payment which is sent by email. ZOFFANO reserves the right not to confirm an order for any reason.

It is essential to check the purchase order, as well as data associated with the delivery and billing, as if there is any error, the Customer will be accountable for any surcharges that this may cause.

Order Tracking System:

When the order is shipped, we will notify the Customer via email, attaching a tracking number and a website where the Customer can check the status of their order.

TERMS OF PAYMENT

The following payment modes are available:

PayPal: Secure payment platform in which the Customer can make their purchase free and easily.

With this method of payment, after clicking to confirm, the Customer is forwarded to the PayPal website. The payment will be made immediately by the Customer via PayPal website. Subsequently, the Customer will receive an email confirmation from ZOFFANO and from PayPal.

Credit card (through PayPal): The management of the Customer's payments is done through the PayPal secure gateway that encrypts card details in a secure environment. With this method of payment, after clicking to confirm, the Customer is forwarded to the PayPal website. If the Customer does not have a PayPal account, they can pay by credit card clicking "Do not have a PayPal account?" complete the information requested and make their payment. The Customer will then receive an email confirmation from ZOFFANO and from PayPal.

Bank Transfer: The Customer can make their payment directly to our bank account. After clicking to confirm, the order will be sent to us and our Bank details will be shown. The Customer should use their Order ID as the payment reference. The order will not be shipped until the funds have cleared in our account.

Very occasionally, the merchandise in the online shop may be priced incorrectly. Additionally, following a purchase, order confirmations may contain incorrect information. Should this be due to a technical error, ZOFFANO reserves the right to cancel the contract of sale due to error.

PRIVACY POLICY

All information provided by you is only used to ensure the best possible shopping experience. All information is strictly confidential. Your personal information will not be shared, circulated, nor modified in any way without your previous consent.

If you place an order with us, we request certain personal information. You must provide contact information (such as name, email and delivery address). We use this information for billing purposes and to complete your order. If we have trouble processing an order, we will use your contact information. Your telephone number is required for shipping purposes in case our delivery company needs to contact you regarding the delivery.

We use third-party web beacons (Google Analytics) from Google to help analyze where visitors go and what they do while visiting our website. We reserve the right to modify this privacy policy at any time, so please review it frequently. If we make significant

changes to this policy, we will notify you here and by a notice on the website in general.

USE OF COOKIES

Cookies are pieces of information which a website transfers to your computers hard disk for record-keeping purposes. Cookies can make a web site more useful by personalizing information for visitors and by storing information about your preferences on our site. The use of cookies is an industry standard, and many major websites use them to provide useful features for their customers. It is our policy to use cookies only for the following purposes:

- To identify you
- To customize our site for you
- To help improve navigation

Most browsers are initially set up to accept cookies. If you prefer, you can set your browser to reject cookies. However, you will not be able to take full advantage of our web site if you do so.

We use tracking technology to better understand site traffic patterns and use. However, none of the information collected via tracking technology is personally identifiable information.