

Terms and conditions of sale and delivery



HV Design ApS
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General terms

All of our furniture are custom made. Therefore, there is no right of cancellation from the moment the product is ordered and paid.

Prices

The prices are only indicative. The final price are depending individual demands (concerning cover, color, support and other features). All prices are exclusive delivering (Glostrup, Denmark). The price on an eventual delivery depends the form hereof and will be noted specifically by the order confirmation.

Order

The customer orders by mail or phone to HV Design with a specification of customer name, address, designated product and other necessary information concerning order details. HV Design sends an order confirmation hereafter, which require confirmation by signature and ought to be returned before the order can be completed.

Change of order specification

Every change in order specifications is limited to ongoing contract orders and need written confirmation and agreement by HV Design.

Payment

Unless anything else confirmed between customer and HV Design, the full amount is to be paid when submitting a signed order confirmation. Payment is by bank transfer under given specifications defined in the order confirmation. HV Design initiates the manufacturing phase when the payment is registered.

Delivery limit and delay

We do in general have a delivery limit by 4-6 weeks. This limit can be extended, if changes hereof is agreed in the order or a final date that exceeds delivery limit is ordered.

Form of delivery

Der is three possible form of delivery;

- 1) Pick up the order at the manufacturer (Glostrup, Denmark).
- 2) Delivery at buyer's address.
- 3) Delivery and assembling at buyer's address.

The order is delivered when the ordered product physical is in buyer's possession and receipt signed.

Complaints and complaint responsible

If there is any inconvenience to the order process or any other service by HV Design, direct questions or comments to the complaint responsible, Niels Jørgen Larsen, at email: nielsjorgen@min-oe.com

Warranty

In terms of The Danish Sale of Goods Act, it is possible to return a product under 24 months from the delivery date. By any return, the customer ought to contact the complaint responsible.

Current legislation

Terms and conditions for sale and delivery is under Danish legislation and the Danish courts is jurisdictive in case of discrepancies.