

Terms & Conditions

Terms and Conditions are subject to change at any time without prior notice. For the latest version on these conditions please see it online on our Website. These conditions can be saved electronically or printed by all users of our Website. Whilst they remain posted on our website these conditions will apply to all transactions carried out via our Website, e-mail and by telephone.

By placing an order it is implied that you accept our terms and conditions as listed below:

Version dated 11/05/2020

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. The prices are EX WORK Rio Tinto, Portugal. They do not include shipping, handling charges or assembly service.
4. Specifically, on Upholstery items, the price includes the standard fabric: in case a different fabric from CIRCUC's collection is required, the client should contact CIRCUC to enquire the price.
5. All pricing is determined by qualification of customer:

TAXES

All taxes and excises of any nature, now or hereafter levied by governmental authority, whether federal, state, or local, either directly or indirectly, upon the sale or transportation of any goods covered, shall be paid and borne by the buyer.

PACKAGING

1. Packaging is always included in our price.
2. When it is mandatory to use a wooden box, the client should instruct when placing the order:
3. If the client requires specific packaging, it will be charged accordingly.

ACCOUNTS AND PAYMENT TERMS

1. All accounts will only be registered once the first pro forma is issued.
2. The client has to provide valid company details, such as the billing name, Billing address, VAT number (company registration number or resale number).
3. A credit application accompanied by the client's certificate of Resale is required to open an account. In the case of an open account, it's not applicable.

4. Open credit terms will be considered on an individual basis, after the first pro-forma order:

5. Pro-forma orders will require a 50% deposit with the order and the balance prior to shipping from Portugal (until 3 days before the expedition date):

6. Customized pro formas or orders above \$100,000 with a discount will require a 100% deposit.

BENEFICIARY NAME: COVET, LDA

BENEFICIARY ADDRESS: TRAVESSA MARQUES DA S, No. 68 4435-324, RIO TINTO

ACCOUNT NO (EUROS): 0010 0000 55721160001 68

IBAN NO. (EUROS): PT50 0010 0000 5572 1160 0016 8

Account No. (USD): 0010 9999 55721160601 88

IBAN NO. (USD): PT50 0010 9999 5572 1160 6018 8

Bank Name: BPI (Banco Português de Investimento)

Bank Address: Rua Tenente Valadim, 284 4100-476 Porto

SWIFT: BBPIPTPL

7. Payment must be made by account transfer (in euros or dollars), and a confirmation (receipt) of the transfer must be sent, by fax: +351224 881669 or e-mail: info@circu.net.

8. Pro-formas should be signed and stamped by the client as a form of approval of the described content.

9. All pieces are the property of CIRCUC until payment in full is received.

10. CIRCUC reserves the right to defer the dispatch date until the balance of the order is received.

PRODUCT AND STORAGE FEES

1. CIRCUC reserves the right to apply a warehouse fee except by 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 4 weeks from the date the goods are received in our warehouse.

3. This fee will be cumulative until the remaining amount is invoiced, balance and storage fees) is fully paid, and shipping arrangements have been made.

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LEAD TIMES

1. All quoted completion and delivery dates are estimates only.
2. The production time is between 6 and 8 weeks, depending on the category of the product.
3. For pieces with custom specifications or orders of large quantities CIRCUC 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.
6. CIRCUC is not responsible for delays in production or any fabric misuse if the fabric is sent without identification by the client.
7. CIRCUC is not responsible for delay in production time if there is failure in submitting the confirmation (receipt) of the transfer.

FORCE MAJEURE

1. All quoted completion and delivery dates are estimates only.
2. Manufacturer shall not be liable for delays in completion or shipment or default in delivery for any reason of force majeure or for any cause beyond manufacturer's reasonable control including, but not limited to (a) government action, war, riots, civil commotion, embargoes or martial laws, (b) manufacturer's inability to obtain necessary materials from its usual sources of supply, (c) shortage of labor, raw material, production or transportation facilities or other delays in transit, (d) labor difficulty involving employees of manufacturer or others, (e) fire, flood or other casualty, or (f) other contingencies of manufacture or shipment. In the event of any delay in manufacturer's performance due in whole or in part to any cause beyond manufacturer's reasonable control, manufacturer shall have such additional time for performance as may be reasonably necessary under the circumstances.
3. Acceptance by buyer of any goods shall constitute a waiver by buyer of any claim for damages on account of any delay in delivery of such goods.

FREIGHT POLICY & DAMAGE CLAIMS

1. The transports made by CIRCUC are assured. If transportation is arranged by CIRCUC, fees will be charged separately from the product(s) value, white glove service is not provided in the quotation. All products are carefully packed and inspected prior to shipment.
2. The waybill is assigned to the purchaser at the time the goods are picked up by the carrier in Portugal. The refusal of damaged merchandise in no way relieves the client of responsibility for payment of goods.

3. CIRCUC 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. Please note: Any damage should also be communicated to CIRCUC during the first 48 hours after receiving the order; photographic evidence of the damages should be sent via email to info@circu.net
4. Failure to report concealed damage within fifteen days of receipt will result in the denial of your claim. Proving that any damage in the piece(s) requires replacement, CIRCUC compromises to exchange the damaged part/piece integrally within a period agreed with the client. It is mandatory to receive the damaged part/piece before replacing it by the new one.
5. If the client chooses to transport the product(s) by his own methods or means, CIRCUC will be free of any charges or responsibility over events that might occur during transportation.

RETURN AUTHORIZATION

1. CIRCUC does not accept returns. It is within our sole discretion as to whether to accept returns of merchandise.
2. Items returned without our prior authorization will be refused at buyer's expense.
3. Returned items must be in their original condition and packaging, and you shall prepay and be liable for all charges in connection with the shipping of returned goods, including insurance.
4. The 50% non-refundable deposit will be kept on all returns of merchandise. Custom items are not returnable under any circumstances.

ORDER POLICY

1. Email orders are the best way to send in your order. All orders must be submitted in writing by including a purchase order number, job or customer name.
2. An order confirmation will be sent out within 24 hours by email. Merchandise is manufactured upon the receipt of the order and deposit of 50% of the order value.
3. Cancellations will not be accepted after 5 working days from the order issue date. The amount already paid will be credited (CIRCUC Credit Note) to the same entity that was ordered from us.
4. Changes in orders, returns or cancellations require prior written approval from manufacturer. In every other aspect (delay, client indecision, loss of projects, etc.) the amount paid to CIRCUC will not be refunded or credited as Credit Notes, and the client will lose any right to the goods.
5. Such orders will be subject to change, cancellation or stocking fees up to 40% of the net selling price.

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CUSTOM ORDER

1. These orders will necessitate special pricing based on quantity and features.
2. All custom designs are subject to a non-refundable design fee plus any customization charges. In specific cases of customization, additional design fees may apply. This will be determined on a case-by-case basis at which time the buyer will be noticed of any said fees.
3. For pieces with custom specifications we reserve the right to extend the listed lead time.
4. Custom orders are not returnable under any circumstances. If a custom order is received produced incorrectly (i.e.: wrong finish or fabric) CIRCUCU reserves the right to reproduce or repair the current merchandise prior discussing a return. All custom order returns due to production issues will be handled on a case-by-case basis.

CONTRACT/HOSPITALITY ORDERS

CIRCUCU has the ability to customize existing products or new products to meet contract specifications. These orders will necessitate special pricing based on quantity and features. Please contact CIRCUCU for contract quotes.

CODE COMPLIANCE

CIRCUCU makes no representation that it's products comply with any or all local building codes. It is the buyer's responsibility for determining local code compliance.

INTERNET POLICY

1. Dealer internet websites may neither advertise, nor in any way display the CIRCUCU 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 CIRCUCU pieces, promotional offers, discounts or value statements (e.g. lowest price in town). Please contact CIRCUCU for further company guidelines on internet usage.

DISTRIBUTION POLICY

We reserve the right not to sell to, or continue to sell to, any dealer whose distribution or sales tactics result in a negative effect on our ability to compete and sell within a market area.

PRODUCT

1. Each CIRCUCU design is handcrafted. While every effort is made to maintain uniformity, slight variations may occur.
2. CIRCUCU is free of committing any design improvement without notification. Images on catalog 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 be assessed individually by our design team. If a custom drawing is required there will be a fee applied to the service.

CLEAN & CARE

1. We offer the following care advice to provide you with peace of mind and allow you to look after your furniture in the best possible way.
2. Remove dust pieces using a clean, soft, lint-free cloth such as a cotton diaper. Do not use a sponge or dishcloth. We advise the use of a water based cleaning agent only.

STOCK

We keep a reasonable number of products available for shipment. To get hold of our Ready to Ship list, please contact one of our Sales and Product Specialists or access through this link: Ready to Ship.

WARRANTY AND DISCLAIMER

There are no warranties with our products. When issues arise, CIRCUCU reserves the right to determine whether a replacement or repair is most appropriate.

SAMPLES

CIRCUCU has samples available of all its standard finishes, for hard case and fabrics. If the clients wish to acquire any of the finishes they should contact, via email at info@circu.net or via phone at +351 911 780 428 in order to purchase them.

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