

# Diiiz Terms and Conditions

## INTRODUCTION

The following terms and conditions apply for the use of Diiiz.com website and outline the legal responsibilities between you and Diiiz.com. By placing an order on our online shop you confirm that you have read, understood and agreed to these terms and conditions. Please, do not hesitate to contact us if you have any questions in relation to the following. The best way to reach Diiiz sales team is by email at [info@diiiz.com](mailto:info@diiiz.com).

## Article 1. PLACING AN ORDER

Once you have placed an order we will send you an email with your order details, price and estimated delivery time. You will receive an email with the latest updates on a regular basis from the start of the production, the shipment to our warehouse and the pickup of your order from Diiiz warehouse to your home.

## Article 2. DELIVERY TIMES

With the exception of products in stock, your ordered product will be custom-built according to your personal preferences, which makes the delivery vary between 10 to 18 weeks. Your order will be delivered curbside.

In the event of unexpectedly high volume sales, the delivery may extend by an additional 2 to 3 weeks.

Diiiz.com is not responsible for delays due to strikes or inconvenience from the supplier. If the product does not arrive within our estimated timeframe, contact us on [info@diiiz.com](mailto:info@diiiz.com) and we will investigate on the matter for you.

Should the product fail the quality standard at this stage we will manufacture a new item for you at our own expense. This may result in an additional delivery time of up to 8 weeks. We will also automatically offer you a financial compensation of 10% of the total order.

The products are delivered to the delivery address supplied by you at the time of placing the order online or offline. Should the delivery address be different from the billing address, you are required to supply two different address when placing the order. You are likewise responsible for supplying any useful information regarding the delivery at the time of placing the order in order to enable the transport company to make the delivery. Should the transport company be unable to make the delivery due to incomplete or wrong information, a second delivery attempt shall be made after the transport company has returned the goods to Diiiiz, provided that you agree to pay the amount of the new carriage costs.

### **Article 3. DELIVERY- ABSENCE**

The ordered products will be placed in the customer's letter box when possible. A delivery notification is then left so you can go and collect your order from your local post office. If you refuse to accept the delivery, you shall be reimbursed for the amount of the order less the carriage costs of the delivery plus the costs incurred from the delivery being refused.

### **Article 4. RETURNS**

Our aim is that you are satisfied with everything you purchase from our online store. If you change your mind for any reason and wish to return your purchase, as an EU customer you can do so within 14 days of the delivery date. The product must be in its original packaging, unused and undamaged and you will receive a full refund. We do not cover the return transportation costs, nor carry responsibility for the return shipping of the product. Should the product arrive damaged at our premises we will deduct the according amount from the refund.

All returns must be sent to our Warehouse in the UK. This address will be provided by Diiiiz customer support team. The refund will be processed within 30 working days once the product has been returned to our premises and after the inspection has confirmed the product is in its original condition.

### **Article 5. DAMAGED GOODS**

Upon delivery, if the packaging box is damaged, you should accept the delivery and take pictures of the damaged packaging before unpacking the product.

In case you wish a new delivery after refusing the first delivery attempt, you need to pay the delivery cost in advance.

In the unfortunate event that the product is also damaged after removing the packaging you need to take a good quality picture of the damage on the item. Then you should send an email to our customer service with your order number, short description of the problem and pictures of both the damaged packaging and damaged item.

Follow the same procedure if the packaging is fine, but the product is damaged, or if you have received a different variation from what you have ordered.

#### **Article 6. TRANSFER OF PERILS**

We do outsource the shipping of our products to reliable and well-known logistics companies. As such, we do not handle your products directly.

Shipping is not serviced by Diiiz.com. If not otherwise requested, the ordered goods will be handed over on your behalf to a transport company.

As soon as product(s) have been handed over to the transport company the responsibility for coincidental damage or degradation of the ordered goods is transferred to the transport company.

Each transport company shall establish the delivery times and is therefore liable for its compliance. If the item is not delivered within that time, you should first contact the transport company in question in order to check that the ordered products are not pending delivery. If the transport company does not or cannot locate the products in a timely manner, you may contact Diiiz customer support team which will open up an incident report in order to try to locate the package that may have been mislaid by the transport company. You shall send an email to [info@diiiz.com](mailto:info@diiiz.com) and supply all the relevant information to help the company to try and locate the ordered products through the transport company and particularly the order.

As soon as the transport company has declared the loss, Diiiz shall proceed to reimburse the sum paid, replace the item or issue a credit note to you.

#### **Article 7. PRICING**

When your order is placed you must pay the full amount through credit card payment. After the payment goes through, the order is confirmed.

Transport costs are included unless stated otherwise. The prices displayed in Diiiz.com include the United Kingdom VAT. Discounts are already deducted by diiiz.com. Displayed prices are final prices.

We do not store credit card details nor do we share customer details with any 3rd parties.

#### **Article 8. WARRANTY**

We offer a two-year warranty on all our Diiiz products. In that period we will replace any manufacturing defect. The warranty does not cover general wear and tear.

#### **Article 9. RESALE, DISTRIBUTION AND CUSTOMS LIMITATIONS**

The sale, supply and distribution of goods are located in UK. You should be aware that in some countries the offer and resale of the goods, which have been legally purchased in UK, is not permissible under the local national law in force.

#### **Article 10. PRIVACY POLICY**

Diiiz.com respects the privacy rights of its online visitors and recognizes the importance of protecting information provided from them compliant to the guidelines of the Data Protection Act (1988).

#### **Article 11. GOOGLE ANALYTICS**

Diiiz.com uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a Cookie in order to evaluate your use of our web sites and compiles reports for us on activity on our web sites.

For more information please visit:  
<http://www.google.com/intl/en/policies/privacy/>

#### **Article 12. COMFORMITY OF GOODS**

Reasonable variations in the colour or in the dimensions are not considered as a defect. We cannot accept any responsibility of any variation in colour caused by your browser software or computer system.

Our photographs are presented as example. They are not contractual; they aim to give an idea on the products delivered. Differences in manufacturing can be observed; we reserved the right to make changes with the aim of improving the quality and the use of our products

We use high quality materials. Some of them have natural character, which may not be considered as a defect. This includes variations in shade, texture, colour or grain.

### **Article 13. Force majeure - Applicable legislation**

The reciprocal obligations resulting here from are likely to be suspended in the case of exceptional circumstances or force majeure. Such cases shall be defined in accordance with what has been established by the case law of UK courts and tribunals. These general conditions are governed by UK Law both in form and substance. The parties hereby agree that they shall attempt to reach an out-of-court settlement regarding any dispute.