

### MVW Terms & Conditions

Full payment of the price and delivery charges (where applicable) is required before products will be delivered to or collected by the customer. Non-receipt of payment confirmation 24 hours before transport of goods from our factory will result in a delayed delivery.

The customer must ensure that the place of delivery is accessible and that all the relevant areas have been cleared prior to delivery. The customer accepts the risk of all damages that may result due to non-compliance by customer. The customer will be charged for additional delivery costs due to failed deliveries, access problems and/ or failure to adhere to the appointed time for delivery/ collection.

No products will be hoisted over balconies or through windows. Should hoisting be required, customers will arrange this at their own cost.

The customer is required to inspect products on delivery.

Timber pieces may contain markings found naturally in the wood, these are features of the specific timber and are not regarded as faults. Cracked Oak timber will contain cracks that may deepen with time.

Manufacture lead times and delivery times are subject to change, customers will be informed of such changes telephonically or via email. Custom made items may take longer to manufacture.

### Guarantees and maintenance of furniture

There are no returns for custom made items.

All damages and maintenance requests are assessed on individual bases for all items from our Signature Range.

An air humidifier is recommended in areas with dry air conditions or directly below air-condition units.

Maintenance instructions are found on our website.