



Trading terms and conditions

WE AIM TO HAVE A CLOSE AND TRUSTING RELATIONSHIP WITH OUR CUSTOMERS. IN ORDER TO PROVIDE THE VERY BEST CUSTOMER SERVICE, WE WOULD LIKE TO DRAW YOUR ATTENTION TO THE FACT THAT YOU, AS A CHIC ANTIQUE CUSTOMER, AUTOMATICALLY ACCEPT OUR TRADING TERMS AND CONDITIONS.

PRODUCTS & MATERIALS

- ✓ We strive to ensure that our products have the same appearance, colour and shape as old, authentic and unique objects. This means that there may be rust on our metal products, minor anomalies in the glass, colour differences etc., which is designated as patina and is a contributing factor to maintain the right, unique and authentic look. Furthermore, many of our items are handmade, which further enhances the unique expression.
- ✓ We would also like to point out that the glass used in our furniture is ordinary glass.

CUSTOMER & DELIVERY TERMS

- ✓ As a new Chic Antique customer, your first order must be at a minimum of EUR 800 / GBP 600.
- ✓ All prices are stated in EUR/GBP ex. VAT and without shipping and packaging costs.
- ✓ As a customer you have the option of having your order shipped free of charge. The free shipping limit is country-dependent, and the limits are listed in the carriage overview below.
- ✓ Individual shipping conditions can apply to offshore islands – please contact us for further information.
- ✓ If your order amount is below our free shipping limit, or if you are a customer in a country that is not listed in the carriage overview below, the applicable shipping charges will be added to your orders.
- ✓ We deliver Ex Works from the address Højvang 5, 4300 Holbæk, Denmark in accordance with INCOTERMS 2010.
- ✓ We cooperate with the following carriers: Dachser, UPS and GLS.
- ✓ In case a carrier is not able to deliver your goods, a potential second delivery will be invoiced. The amount is determined on the basis of the carrier's additional costs.
- ✓ If you have any specific delivery requests, you can retrieve information about the different options of delivery agreements and notifications - please contact Sales & Customer Service at info@chicantique.dk
- ✓ In selected areas and on selected products, we offer to deliver the goods directly to your customer (drop shipment). Please contact Sales & Customer Service to learn more about the possibility of drop shipment in your area. Email: info@chicantique.dk
- ✓ Please note that your customer account will be automatically deactivated if you have not made a purchase within the last 18 months.

CARRIAGE

Country	Carriage paid	Freight % for orders below carriage paid	Country	Carriage paid	Freight % for orders below carriage paid
Germany	€ 1.600	9%	Switzerland*	€ 2.000	11%
Netherlands	€ 1.600	9%	Ireland & Italy	€ 2.000	12%
Czech Rep., Slovakia & Slovenia	€ 1.800	10%	Portugal	€ 2.400	14%
France & Austria	€ 1.800	12%	United Kingdom**	£ 1.600	11%
Finland	€ 2.000	10%	Belgium, Luxembourg	€ 1.800	11%
			*+ Export fee 15/45 EUR		**+ Export fee 15/55 GBP

For all other countries, please request a price. Contact us at info@chicantique.dk or phone +45 59 120 121.



INVOICE & PAYMENT TERMS

- ✓ You will receive an email with payment information before your first delivery.
- ✓ Please note that the first delivery must be prepaid. For all other deliveries, the payment terms are 30 days net, except for certain countries.
- ✓ Please note that the prepaid amount and the final invoice amount may differ due to shipping costs and possibly the arrival of new products.
- ✓ The EAN number of each item is stated on the invoice.
- ✓ We kindly request that you state your VAT identification number. If we do not receive your VAT identification number, the Danish VAT of 25% will be added to your invoice.
- ✓ We disclaim responsibility for any price changes and misprints.

RETURNS & WARRANTIES

- ✓ Upon delivery, we ask that you please note if the packaging has been broken or damaged during transport. If this is the case, please sign the waybill with reservations, and thereby allow the carrier to acknowledge this.
- ✓ If, contrary to our expectations, you receive goods that do not meet our quality requirements, or if the shipment is damaged, please contact our Sales & Customer Service within 14 days from the day of receipt at info@chicantique.dk or phone + 45 59 12 01 21.
- ✓ In order to process your claim as soon as possible, please send an email to info@chicantique.dk with attached pictures of the item in issue. In addition, the email must include the invoice number of the goods received, as well as the item number and quantity of the item being complained about.
- ✓ The return of items for reasons other than those stated above will always be at your own expense and only upon agreement with Chic Antique. Items that are returned must be intact and in their original packaging.

NEWSLETTER

- ✓ When you ask for a login, you automatically agree to receive our newsletter. Thus, you are always updated about our new collections, promotions and news. In this way you are best equipped to serve your customers. You can at all times unsubscribe from our newsletter, either through the direct link in our newsletters, or by contacting our Sales & Customer Service at info@chicantique.dk

PHOTO MATERIAL

- ✓ Our photo material is free to use. However, the images must **not** be edited with the exception of the size. We request that Chic Antique will be mentioned and tagged when our image are used.

PERSONAL INFORMATION

- ✓ Chic Antique will store and process your personal information with the utmost care and in accordance with applicable EU legislation. You can always access our latest updated privacy and cookie policy at www.chicantique.dk

We look forward to cooperate with you!

We reserve the right to change our trading terms and conditions.

The trading terms and conditions in force at any given time may be found on our website www.chicantique.dk

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