Sales and delivery terms

Ingrid Külper Design AB  
2013-08-22

1. Prices

Prices are stated both with and without Swedish VAT (MOMS). Sales to a delivery address within EU will have Swedish VAT added (unless the customer is a company and a valid VAT registration number is supplied to us). You can choose in which currency you would like put through your purchase. Our prices are set in the Swedish Krona (SEK). Prices in all other currencies are updated daily based on the effective exchange rate. Once you have placed the order then your purchase is fixed to the amount in the selected currency.

2. Your Order

An order is binding when the appropriate downpayment (or for stock orders – full payment) has been made. You can also place your order via telephone or e-mail. You must be at least 18 years to enter a legally binding purchase. If a purchase is done in another person’s name, or in any other way without the other person’s consent then it will be reported to the police.

3. Picture material

All pictures must be seen as illustrative and we can not guarantee exact match with colour and representation of the material. Of you want to ensure that the material and/or colour are in accordance with your expectations then we recommend you order colour/material samples. They are provided at cost price.

4. Product quality

Both material and work is of high quality, but as the products is hand crafted there might be small deviations in colour and size.

5. Order confirmation

You will receive an automatic confirmation when an order has been placed in our shop. When we have processed your order to check everything, then you will get an order confirmation. It will be sent latest next business day. Your invoice will be sent in a separate e-mail which you pay in accordance to your selected payment option.

6. Down payment and final payment

A 20% down payment applies for all orders except stocked items. You will receive an invoice on the down payment. The order is confirmed when we have received the down payment. The down payment is non-refundable in case of an order cancellation. The invoice for the final payment will be sent approximately one week prior to shipping your rug. The rug will be sent once the final payment is received. This is also valid for stocked items.

7. Payment options

We offer 2 different payment options

7.1. PayPal invoice for creditcard payment or payment with PayPal account

We offer card payment via PayPal. You can pay as a guest without registration. You can also pay with your PayPal account. We will send a PayPal invoice with e-mail in which there is a link to a secure online payment. Payment via PayPal is without cost.

7.2. Invoice with bank transfer

We send an invoice which you then pay via international bank transfer. Local fees might apply. If you are located in Sweden then you can also use our bankgiro.

8. Freight

We use mainly FedEx as our distribution partner. Freight is always included in the prices regardless from where your rug is shipped. The rugs are shipped to your door. Normal freight will take a maximum length of 2,70 meter. All our rugs in the selected assortment is fitted to that limitation. We send by economy freight and it takes up to 10 days from India to your location. Freight from our stock in Sweden will take a few days to locations in Europe and up to 10 days for the rest of the world. We sell and ship “DDP – delivered duty paid”, which means that we assume responsibility for the goods all the way to your door.

9. Delivery time

Our rugs are of the finest handcraft and are mostly manufactured to order. The manufacturing time is approximately 10 weeks and then shipping and handling takes approximately another 2 weeks. We do everything we can for you to receive your order within 12 weeks from when we received the down payment. Delivery time for stocked items is a few days within Europe and for shipments to the rest of the world up to 10 days.

10. Delivery delays

If a delivery delay occurs then we will notify you via e-mail or telephone. You have the right to cancel the order if there is a significant delay. On such occasion we will refund the full order value (including the down payment). We will do everything we can to pursue you order. There might be occasion when it is impossible for us to fulfill our commitments, for example if a supplier is unable to fulfill his commitment to us. We do not compensate customers due to delivery delays.

11. Cancellation

Cancelling an order is made by either contacting us on phone or e-mail. Cancellation after delivery is not possible. In case the order is already shipped, then the customer is obliged to receive it. The down payment will not be refunded in case of a cancellation.

12. Money back guarantee - 14 days

This is only valid for purchases within Sweden. See the Swedish terms and conditions.

13. Claims and Returns

Please check the product when delivered. If there are any defects to the product, then contact Ingrid Külper Design. We will send instructions how to handle the claim (return). Goods can only be returned after approval. We will send instructions how to handle the goods.

14. Security and Privacy

We store your name and address information in order to be able to fulfill your order and to get in contact with you. You can any time ask us to delete the information. Ingrid Külper Design will only forward your information to the third party involved in the fulfillment of your order (for shipping purposes). If you at the time of registration accepted to receive newsletter then we will occasionally use the stored information to send such newsletter. You can at any time change your setting in the account view.