



Crete – Luxury Art Design - Terms & Conditions Use of Service

The Client commits himself to follow the law and regulations in force, applicable to the trade in question, as well as the Terms and Conditions here listed.

Crete – Luxury Art Design can, at any time, change, in whole or in part, the Terms and Conditions here presented.

Product

All Crete – Luxury Art Design pieces are handcrafted.

The finishing of each of the pieces is done by hand, therefore, there may exist slight variations.

All products are presented in the website with a description of the essential characteristics.

The pictures of the pieces posted on the website are destined to give a general description of the product.

Crete – Luxury Art Design makes all the efforts to exhibit with precision the attributes of the pieces, however, the colors and textures may vary depending on the resolution of the technological equipment used by the Client.

Crete – Luxury Art Design reserves the right not to guarantee that the technological equipment used by the Client displays with precision the colors and textures of the pieces.

Crete – Luxury Art Design does not guarantee that the fabrics, dyed or natural, will not fade out.

Customization of the Product

Crete – Luxury Art Design can customize the products created to achieve the Client's needs.

For each change and/or customization of a piece, Crete – Luxury Art Design reserves the right to charge up to 20% of the final cost of the product.

Design Services

The hiring of the design services will entail special prices according to the quantity and characteristics of the product.

Prices

The price is indicated in the European currency – euros – and in the American currency – dollars.

The price does not include value added taxes (VAT).

The price includes the packaging of the piece.

If the Client wishes to specify and/or customize the packaging, the cost of the packaging will be determined by

Crete – Luxury Art Design.

Any change in the initial request, after product production starts, will lead to the payment of any eventual costs associated with the change.

Crete – Luxury Art Design reserves the right to change the prices without notice.

Payment Conditions

The payment of the cost of the piece should be carried out as follows:

50% of the value before the order production starts.

Other 50% up to three days before the date of shipment of the order.

The Client must send to Crete – Luxury Art Design the document proving the payments made by email to customers@creteluxuryartdesign.com.

Crete – Luxury Art Design will notify the Client of the date of order shipment.

Crete – Luxury Art Design reserves the right to postpone the date of order shipment until payment received and confirmed).

Claim and Cancellation Policy

1. The communication of any defect or anomaly in the product must be communicated to Crete – Luxury Art Design by writing, to the email customers@creteluxuryartdesign.com, within 48 hours after receiving the product.
2. After the communication of any defect, Crete – Luxury Art Design commits to ascertain the cause of the defect, to establish responsibility for its existence and to resolve the matter as soon as possible.
3. Orders are cancelable after five business days counting from the date of the first payment made by the Client.



Production Time

1. The production time of the pieces is from 8 to 12 weeks.
2. The delivery time is not included in the production time.
3. The count of production time begins after the signature and reception by Crete – Luxury Art Design of the signed contract and the document proving the payment made by the Client.
4. The signed contract as well as the document proving the payment made, should be sent, by the Client, to customers@creteluxuryartdesign.com.
5. In the case of customized pieces and/or large orders, Crete – Luxury Art Design reserves the right to agree, with the Client, a different deadline.

Privacy and Security Policy

1. The information and data related to any Client are processed by Crete – Luxury Art Design, and are subject to the general regulation for the protection of personal data.
2. The Client will provide Crete – Luxury Art Design with an email address and another form of contact, correct and complete, and accepts that Crete – Luxury Art Design can contact you, using such data, if necessary.
3. The Client commits himself to inform Crete – Luxury Art Design of all and any change in his personal data.
4. The Client has the right of opposition, access, rectification and elimination of personal data, according to the General Regulation of Protection of Personal Data.

Intellectual and Industrial Property

1. All texts, images of our products from all views, images of environments and illustrations reproduced or represented on the website www.creteluxuryartdesign.com are strictly reserved under copyright law and intellectual property rights, for all the world.
2. Accordingly, and under the terms of the Intellectual Property Code, the use of information is only allowed for private purposes, subject to conflicting provisions, including more restrictive provisions, contained in the Code.
3. Any reproduction or representation, in total or in part, of the website www.creteluxuryartdesign.com, and the elements in it, is strictly forbidden.
4. Social denominations, trademarks and distinctive signs reproduced in the website www.creteluxuryartdesign.com are protected, in the terms of the legal provisions applicable to the industrial property.
5. The reproduction or representation, in total or in part, of any distinctive sign is strictly forbidden-
6. To use the information or materials from the website, the client should first obtain a written permission from Crete - Luxury Art Design.

Productions guarantee of our pieces

1. To ensure the highest level of customer satisfaction, we give to our pieces one year of guarantee that starts with the order delivery confirmation.
2. We repair all pieces with any defect related with finishes or structural parts, excluding pieces' misuse.

Applicable Law

1. The applicable law is the Portuguese law.
2. Any litigation related to the interpretation and/or execution of these terms and conditions is the jurisdiction of the Portuguese courts.