

terms and conditions

payment

When submitting a payment, the buyer accepts the terms and conditions mentioned in this site. Please read these terms carefully before making a purchase.

All artworks are charged in Danish Kroners (DKK). Please note that payment for commissions or available pieces are upfront. The buyer must provide a proof of payment to info@filippoandrighetto.com once the payment is done. Bank details are provided on the invoice.

For payments made from outside Denmark, the buyer must ensure that the full invoiced amount is transferred and that all applicable bank charges are covered, ensuring the amount stated on the invoice is received in full.

shipping

All shipping and handling costs are charged in Danish Kroners (DKK) and will be quoted separately. The price will depend on the size of the order and shipping location. All international orders are shipped via private courier. The buyer will be contacted on dispatch of the order for its payment and will be provided with a tracking number. These packages are registered and can be traceable. It is the buyer's obligation to enter the correct delivery address details at the time of ordering. If the buyer provides the wrong address, the artist is not obliged to re-send the order to the correct address at her expense.

For peace of mind, all objects are covered by transit insurance during shipping. This insurance covers the full value of the object during transit.

loss or damage

In the unlikely event the object is lost during transit, the buyer will be entitled to a full refund provided by the courier.

In the unlikely event the object is damaged during transit, please inform the designer to info@filippoandrighetto.com within 24 hours of receiving the order.

It is the buyer's responsibility to accept the delivered goods with reservation in case of any visible damage or discrepancy.

When contacting the designer with a report of transit damage, please include pictures of the condition the piece arrived in, its packaging and any evidence of mishandling by the carrier, for insurance purposes. If the damage is accepted by the shipping company as being caused during transit, you will be entitled to the choice of a full refund or repair and restoration, if possible.

delivery

The designer is unable to give a guaranteed time of delivery. The buyer agrees that late delivery does not constitute a failure of the agreement, and does not entitle the buyer to the cancellation of an order. The designer will not accept liability for any loss or damage arising from a delivery or after delivery has taken place. It is the responsibility of the buyer to inform the designer if an order does not arrive. Once learned an order has not arrived by the due date, the designer will lodge enquiries with the courier to ensure delivery occurs as soon as possible. The designer will not be held liable for any loss or damage resulting from a delayed delivery or the return of the package to its origin country after several delivery attempts. The designer is not obliged to re-send the order at his expense.

For orders shipped outside Europe, the designer assumes no responsibility for delays caused by customs authorities.

taxes and duties

International shipping and handling costs do not include relevant and local overseas charges that will be additional to the buyer, such as customs duties, foreign taxes or other fees. Payment of these is necessary to release the order from customs upon arrival. This will be the responsibility of the buyer. Please check with the local customs office for further information.

In the case of a returned package to its origin country, it is the responsibility of the buyer to cover additional charges for the release of the order from customs on arrival. By not doing so within seven days of the arrival, the buyer accepts the resignation to the object/s.

returns

The designer cannot facilitate returns, refunds, or exchanges if the buyer simply changes their mind. In the unlikely event that the object is irreversibly damaged or lost during transit, please refer to the "Loss or Damage" policy for further guidance.

repairs

If the object has been damaged by means other than during transit, the buyer will not be entitled to a refund. The designer is not responsible or liable for any damage caused to the artwork by a third party. However, should the object require restoration, the designer can review the damage and arrange repairs, if deemed possible, at the buyer's or third parties expense.

upon arrival

By purchasing a design, the buyer is entitled to a certificate of authenticity hand signed by the designer. It is the responsibility of the buyer to inform the artist if an order does not

arrive with a certificate of authenticity.

disclaimers

On catalogue and commissioned pieces, actual colors of materials may vary as filter, lighting, screen calibration and availability can differ from reality or from previous commissions and does not entitle the buyer to return, exchange or refund a design.

Given the artisanal nature of the process slight differences between the reference and the final piece can be expected. This does not entitle the buyer to return, exchange or refund a design.

Occasional minor or almost imperceptible marks may occur during crafting and handling. These does not entitle the buyer to return, exchange or refund an object. In the rare event of visible damage to materials upon delivery, please refer to the “Loss or Damage” policy and contact the designer promptly.

design conservation

The buyer must not expose the design, especially for solid wood pieces, to humidity for long periods as color might change with time. The artist will not accept liability for any loss of color or damage arising from the miscaring of the buyer or the natural aging of the artwork.

disclaimer on subscription

By entering their contact information, individuals automatically subscribe to the mailing list while simultaneously accepting the privacy policy. The designer respects privacy and will not share information with third parties. Subscribers have the option to opt-out of these communications at any time by following the unsubscribe link provided in the emails.

changes of terms

The designer reserves the right to update or modify the terms and conditions at any time without prior notice. Any changes will be effective upon posting on the website.