

DELIVERY CONDITIONS

pricing	<ol style="list-style-type: none"> 1. All prices mentioned in the JSPR documentation and pricelists are exclusive VAT and transport and all in Euro currency. 2. The total cost of your order is the price of the products ordered plus delivery cost (if any) and possibly VAT. 3. All EU orders can be delivered ex VAT when a legal VAT nr can be discussed. This only for EU countries. All other countries will be free of VAT. 4. Prices are subject to change without notice. 5. Specially priced items are no longer eligible for further discounts. 6. All pricings are quantity and project depending, therefore all possible discounts are to be discussed per order. No claims can be made on previously offered pricing or discounts.
method of payment	<ol style="list-style-type: none"> 1. The purchases must be paid in cash, all to be submitted prior to pickup – there will be no exceptions. All subsequent purchases can be paid for with a company check that is in accordance with the account information JSPR has on file. 2. To get your order activated full payment must be achieved. For amount above €10.000 first a down payment must be done of 30%, 70% balance payment before pickup. 3. No Credit cards accepted. 4. Wire Transfer can be used to pay invoices. Should you choose to use this method, please contact Account Receivables.
general	<ol style="list-style-type: none"> 1. We reserve the right to refuse service to anyone and any requests we deem unreasonable. 2. It is part of the dealer's function to service the product, so customers should contact their dealers before contacting us. 3. Although our product are all made of high quality and durable materials, we do not profess to make project furniture but design objects.
pick-up	<ol style="list-style-type: none"> 1. JSPR must be notified of a pick-up 24 hours in advance so that orders can be pre-pulled. Once orders are ready, JSPR only holds merchandise for 1,5 week maximum.
shipping	<ol style="list-style-type: none"> 1. JSPR delivers only EX WORKS, although we can arrange shipment of items via a carrier of your choice or one with which we have an agreement but in no case we cannot be take responsible for any damages that may occur. 2. All items are checked thoroughly before they are packaged; After inspection they are packaged well in export boxes. 3. On demand we can produce wooden crating for maximum safety of your shipment. For this please contact our Production department at production@studiojspr.nl. 4. All extra transport costs like re-routings, unanswered deliveries, fuel fees, possible duties and tax costs will be charged to the receiver; directly by the agent or by JSPR. 5. When shipped with a carrier of your choice make sure insurance is applied! 6. JSPR is not responsibility for any lost or damaged merchandise during transit ceases upon delivery of said merchandise in its original condition to the transportation company. Customers must remember to inspect the shipment upon receipt and in the event of damage, note it on the bill of landing. DO NOT open the package if it is damaged. 7. Responsibility for any shortage lies with the consignee. Bill of Landing must be accordingly noted and claimed. 8. For freight delivery, you will be contacted in 2 to 14 days after items packaged to schedule a delivery appointment. 9. If discussed home delivery is only reach by your door and does not include unpacking, setup or removal.
Lead production time	<ol style="list-style-type: none"> 1. JSPR cannot be held responsible for collateral damage due to early or late delivery, except when the opposite party has offered a contract in which is declared different, and is signed by both parties. JSPR will at all times keep the customer updated about changes in the delivery or changes in their products. There cannot be any assert rights demanded on account of early or late delivery.
defective merchandise	<ol style="list-style-type: none"> 1. Customer must inspect each part of the item prior to possible assembly to check for damage. Once the customer has assembled the merchandise, we will not accept any claims. 2. Claims for defective items or missing parts must be made within 30 days from the date listed on the invoice. NOTE: DAMAGED CLAIMS should be made with the transportation company upon 7 days of receiving items damage. 3. JSPR has no control over the conditions that the items are subjected to once it leaves our facilities. We cannot give unequivocal guarantees for our product. However, we inspect and checklist every single one of our products thoroughly prior to shipping it out, so we guarantee optimal condition upon departure! (on request ask for checklists)

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colours	<p>1. There are several factors that may contribute to color variations. Depending on the base materials, colored material itself, country where the product was manufactured or even the availability of possible woods in certain countries, there may be a colour differences between input codes and output colours. While distinction is often indistinguishable, once a while there may be obvious differences. With this in mind, JSPR forbids any returns on the basis of color matching problems.</p> <p>2. Products suited with Realskin® coating material are generally considered to be UV resistant; there is a possibility that long-term exposure to sunlight might result in a light discoloration of the coating.</p>
warranty	<p>1. Studio JSPR provides a 1 year limited guarantee on frameworks and the finishing's of products if only used indoors.</p> <p>2. No guarantee on peeling, scratches, cuts, punctures or any other damages.</p> <p>3. Damaged Realskin® coatings must immediately be carefully treated with the supplied Realskin® repair kit. There is a possibility that after repair a slight color difference appears between the original Realskin® coating and repaired area(s) because of previous UV discoloration.</p> <p>4. Claims resulting from damages not immediately treated with supplied repair kit will not be taken in consideration.</p> <p>5. As JSPR delivers all furniture ex works, possible warranties will not include transport cost.</p> <p>6. The Imperfect and Arctic Rock collections are fully handmade out of (hard) wood. Because of different weather conditions and air humidity, it is possible that the wood used in these items is going to swell, which can lead to small lines or irregularities underneath and on top of the surface. Although the two-component lacquer used on these items is of high quality, swelling of the wood is a natural cause and JSPR cannot be held responsible for any damage or irregularities in these items. Although JSPR stands behind their products and the possibility of the above mentioned flaw is very small, JSPR offers a free (excl. shipment) touch-up set to repair the furniture when necessary.</p>
cancellations	<p>1. If you decided to cancel your custom-made-order item for any reason it is no problem within 7 days after ordering. After this period you will be charged a fee or canceling wont be possible.</p> <p>0 - 7 days after ordering a no cancellation fee is charged. (order preparation)</p> <p>7 - 14 days after ordering a cancellation fee of 25% over the order is charged. (partial order production)</p> <p>14 days - longer after ordering; cancellation is not possible! (full order production/ packaging/transport)</p>
returns & allowances	<p>1. No credit will be given for goods returned to JSPR productions without the authorization of JSPR.</p> <p>2. Customer must provide pictures of the damaged parts in order to file a claim.</p> <p>3. As all JSPR products are custom made or custom finished, returns or exchanges wont be possible.</p> <p>4. As JSPR delivers all furniture ex works, possible warranties will not include transport cost.</p>
additional information	<p>1. On request possible fire retardants can be applied to the items. These added fire retardants products are all certified. The combined end products are not certified by any standard or law. Here for JSPR cannot be take responsible if the items are not approved within the customers demands or regulations.</p> <p>2. Dye and ink from blue jeans, plastic bags, etc. can transfer to products or possible finishes.</p> <p>3. Realskin® coating can simply be cleaned with water, soft detergent, and a soft brush or sponge. Detergents containing bleach or any other chemicals can damage the rubber coating.</p> <p>4. If so desired, the products can be provided with a totally new finish, as well Realskin® coating in any color. Call for pricing.</p> <p>5. For questions or consultation about the Plastic Fantastic products kindly get in touch with JSPR at info@studiojspr.nl. Or call the office at 0031 40269211</p>

CONTACT

JSPR
T +31 (0) 402692111
INFO@JSPR.EU
WWW.JSPR.EU