

NEW TABLE CONCEPT

Terms and Conditions

Payment

Our payment system works through PayPal, on a separate secure server or with a bank money transfer. Payment must be made in full before goods are delivered. If you wish to make a payment using a different method, contact our Sales Representatives at sales@newtableconcept.com and we will do our best to help.

Order Acceptance and Confirmation Policy

Your order will be accepted upon validation of the purchase information. A notification of order acceptance will be sent as a "New Order" e-mail from our Sales Department.

The order confirmation and the completion of the contract between you and us will take place upon product shipment. The confirmation of your order will be sent through an e-mail containing all shipping information. We reserve the right to reject any offer to purchase, for example due to payment or shipping issues.

Cancellation

Cancellations are permitted prior to Order Confirmation. A handling charge of € 20,00 will be applied. Cancellation requests must be submitted via e-mail to our Sales Department at sales@newtableconcept.com. Cancellations will be confirmed with a reply e-mail.

Delivery

Lead times are determined based on the manufacturers past performance. For all Telki models, the typical lead time is ten working days for laminated tables, twenty working days for lacquered tables and twenty five working days for butcher block. For the Vengiò models, the typical lead time is twenty five working days. The delivery time to Italy is one working day; the delivery time to the other countries is three working days. The lead time is extended in case of closure of the production facilities. There will be a weekday summer break in the second, third and fourth week of August and a festive closing from December 22 to January 6 of each year.

The production lead times of the products are not delayed in case of bank transfer payment. If we do not receive the transfer or receipt after five working days, the order is suspended.

There may be changes in production schedules, shipping times and other unforeseen delays in your delivery. Delivery dates are not stipulated in the contract and we cannot be held liable for any losses, whether direct or indirect, if your order is delayed or not delivered by the estimated delivery date. Further, extended delays are not valid grounds for order cancellation. We will make every effort to keep you updated of any delays in your order.

We are not responsible for any typographical errors made by the customer in the order form.

Shipping damage

Customers must carefully inspect the condition of the packaging before signing the receipt. If the packaging shows breakage or evident signs of bad handling, the customer must report this by writing a damage description on the receipt and then signing it. Open the package without destroying or tearing it, because you will need the original packaging in case of return.

Check all the components of the product and report any damages i.e. scratches, dents, chips or tears, within 48 hours of delivery. The NTC srl will not be responsible for any damage not reported within 48 hours of delivery.

Set up responsibility

It is your responsibility to set up the table to the wall. You have to read carefully the instruction before any attempt to install the table. You have to decide if you have the skill and the right tools to do it. If not you can return the table (see the Returns paragraph). No refund will be granted for damages caused during the set up.

If during assembly you experience faulty parts or something that does not fit correctly, contact the support by phone or email for help. If you try to solve the problem by yourself and you will cause damages, it will be your responsibility and no claims will be accepted by NTC srl.

It is your responsibility the safe connection of the table to the wall and the appropriate wall strength to hold the table and its load. No claim will be accepted for direct or indirect damages caused by the drop of the table from the wall.

Warranties

The NTC srl takes pride in the products it offers. We certify that all the parts will be delivered in a condition which meets the standards set by the manufacturers. We offer a two year warranty on our products; this does not include normal wear and tear. If your claim is warranted, we reserve the right to repair, replace or exchange the item. No refunds will be tendered.

To make a claim under the warranty, send an e-mail to support@newtableconcept.com specifying the purchase order number, the description and picture of the defect. No warranty or change of terms and conditions either expressed or implied shall be valid unless documented in this contract and approved by NTC srl.

Returns

We want you to be happy with your purchase. If any goods prove to be unsuitable, a return option is available within 14 days from delivery. All returns must be in their original packaging and condition. You will be responsible for the shipping fee and the shipping insurance.

In case of damages during the return shipping, it is the customer responsibility to take care of all the insurance actions till the damage refund.

You must notify our Sales Department of all returns via e-mail to sales@newtableconcept.com which will take care of the refund process. We will refund the entire table cost, but not the shipping cost.

Prices

All the prices in the store are shown in Euro inclusive of 22% VAT. The cost for shipping and handling is not included and is displayed at purchase check out.

Shipping of products outside the European Union might be subject to the payment of customs fees and import duties of the country to which you have your order shipped.

Description of goods

We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Website are correct at the time when the relevant information was entered onto the system. We make every effort to ensure that colours are as close as possible to the actual colours however there may be slight variations due to the nature of the medium. The limitations of colour reproduction and the individual colour settings of your screen may mean a slight variation.

We reserve the right to change any services, product prices, product specifications and availability at any time. All prices and descriptions supersede all previous publications.

Usage of the Telkì table

The table stability is ensured by the lock system present in each FastLeg structure. We dedicated all our attention to make it reliable but it is not guaranteed that it will lock all the times the table is open. Consequently it is your responsibility to verify that the FastLeg structure/s are locked. No claims can be done for damages due to the table top folding due to not locked structures.

The table has to be opened and closed by adults.

It is mandatory to use the shock absorber whenever the table is installed in environment where kids are present.