

# Terms and Conditions for Customized Products

## 1. Orders and Payment

1.1 All customized product orders require a minimum **50% deposit** before production begins. The remaining balance must be paid prior to delivery or pickup unless otherwise agreed in writing.

1.2 Orders are considered final once the deposit is received, and any modifications requested after this point may incur additional costs.

1.3 Prices are subject to change based on material availability, design modifications, or other unforeseen factors. Any price adjustments will be communicated and agreed upon before proceeding.

## 2. Production Timeline

2.1 The estimated production time for customized display cabinets is **2 to 3 months** from the date of deposit payment. This timeline may vary depending on design complexity, material availability, or unforeseen delays.

2.2 We will keep the customer informed of any significant changes to the timeline. However, we are not liable for delays caused by third parties, suppliers, or force majeure events.

## 3. Design and Approval

3.1 Customers must provide detailed specifications, including dimensions, materials, and finishes, before production begins.

3.2 A final design approval will be required before manufacturing starts. Any changes requested after approval may result in additional costs and extended production times.

3.3 We reserve the right to make minor adjustments to the design for structural integrity or manufacturing feasibility, which will be communicated to the customer in advance.

## 4. Cancellation and Refunds

4.1 Due to the customized nature of the products, orders **cannot be canceled or refunded** once production has commenced.

4.2 If an order is canceled before production starts, a cancellation fee may apply to cover design and administrative costs.

4.3 Deposits are **non-refundable** once materials have been ordered or production has begun.

## **5. Delivery and Installation**

5.1 Delivery and installation services are available upon request and will be quoted separately.

5.2 Customers must inspect the products upon delivery. Any issues must be reported within **48 hours** of receipt.

5.3 We are not responsible for damages occurring during third-party transportation or installation services not provided by us.

## **6. Warranty and Liability**

6.1 We provide a **12-month warranty** on workmanship and manufacturing defects. This warranty does not cover normal wear and tear, misuse, or modifications made by the customer.

6.2 Any warranty claims must be submitted with proof of purchase and photographic evidence of the defect.

6.3 We are not liable for indirect or consequential damages resulting from product use or delays in production and delivery.

## **7. General Terms**

7.1 These terms and conditions apply to all customized product orders unless otherwise agreed in writing.

7.2 We reserve the right to update these terms and conditions at any time. The latest version will be available upon request.

7.3 Any disputes arising from these terms shall be governed by the applicable laws of the region in which the purchase was made.

By placing an order, the customer acknowledges and agrees to these terms and conditions.

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