

Service

(General information about products and services)

1. General Terms and Conditions of Business

The deliveries and services which you have ordered and are to be provided by us shall be provided exclusively on the basis of the Terms and Conditions of Delivery («T & C's») of the Dauphin-Group for contracts with enterprises (B2B), last revised in October 2014. You can find the T & C's on the internet at http://www.dauphin-group.com/AGB/Terms_and_Conditions_GB.pdf This price list is valid for contracts from 05 /2019 until new prices are published. All previous price lists shall be invalid. Errors and modifications are reserved.

2. Modifications of order

Changes to orders including postponements can only be considered if this is still possible and is confirmed by us in a written form. If the products are already being manufactured, we shall charge the contractually agreed remuneration minus the saving in expenditure, but at least 30 % of the gross value. In the case of sample chair orders, orders with a shorter delivery time compared to our standard delivery time (including spare parts and upholstery), and orders involving third-party collections (e. g. with customers own fabric or material), changes to the order are not possible.

3. Delivery

3.1 All deliveries are Ex Works Dauphin HumanDesign® Group GmbH & Co. KG, Offenhausen, Germany (EXW according to Incoterms 2010)

3.2 The transportation packaging normally used:
400 packaging units = 1 x 20' container = 27 m³

4. Model specifications

All of our models are available exclusively with the specifications described in this price list. Our products are subject to continuous further development. We reserve the right to make changes to our products for reasons of technical progress or product improvement.

5. Special versions

Special versions shall be charged at effective cost required to make them.

6. Wood

Special colours can be provided on request for a surcharge per order and per chair following submission of a wood colour sample. Deliveries shall be made within the standard delivery time after the sample has been approved.

7. Embroidery on textiles and leather

Company logos can be embroidered on fabric or leather based on the digital data specification to be provided by the customer. The additional expenses shall be charged at cost depending on the design.

All stated prices are plus statutory VAT.