

# FREQUENTLY ASKED QUESTIONS



## **How do I purchase a fixture**

To purchase a fixture, you may contact us by email to: [info@bulvar.be](mailto:info@bulvar.be) or by phone. We will be happy to guide you through the ordering process.

## **Production**

After placing your order, you will receive a confirmation and invoice by email. Full payment is required prior to production.

## **How can I pay**

We will send you the details by email to the method of payment we accept.

## **What is the Lead time**

Our standard production time is 6 to 8 weeks. You will receive an email with an estimated delivery date when your order is completed.

If you require a shorter lead time, please contact us by email or phone, specifying the required shipment date, and we will confirm whether it is possible, to meet your exact requirements.

## **Can I return my order**

You can return your order within 7 days of receiving your order, in exchange for another product, a store credit or a refund. The customer is responsible for the cost of shipping. Damage done while returning / shipping the product to our warehouse is your responsibility.

The product must be unassembled and in its original packaging.

Please contact us prior to returning your order by email, we will provide you with further instructions.

## **How to return items**

1. Notify us by email [info@bulvar.be](mailto:info@bulvar.be) within 7 days after receiving your order informing us that you wish to return the order or part of the order.
2. Fill out the return form, and send it along with the items you want to return.
3. Send your items unassembled and in the original packaging back to us within 7 days from your emailed notification date.
4. The return shipment cost must be paid by you, and is not covered by DEIQ BVBA.
5. You will receive your refund within 14 days after we received the emailed notification. However the refund will not be paid before we have received the items at our studio and a full inspection of the returned goods has been undertaken by DEIQ BVBA.
6. If the items are not received in their original packaging and in the same condition as you received it, DEIQ BVBA reserves the right to give a non-refund subject to inspection or a partial refund.

## **What if my order is damaged on receipt**

It is our priority that customers should receive high quality products at all times.

Please examine the condition of the box your order came in before signing the delivery receipt. If you receive a package that is damaged, make sure you take photos of the box before opening it.

Should your order be damaged or if your delivery is not identical to your order, after opening the package, take photos of the product and let us know by email within 5 days after receiving your order.

We will replace your order (which must be unassembled and in its original packaging) if your order is confirmed defective. The cost of replacement will be covered by DEIQ BVBA.

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## **How will my order be shipped**

All orders are carefully packed, insured and shipped. For local orders, delivery or pick-up is an option. We operate a free shipping policy within the Benelux. For orders outside the Benelux, we will let you know the shipping cost, based on delivery location. Full payment is required prior to shipping or delivery.

## **Warranty**

All of our fixtures are guaranteed for up to 1 year after delivery. This covers defects or damage incurred through normal use. This excludes any damage through misuse, accident, abuse, negligence.

Please contact us by email regarding a claim (accompanied by photo documentation). DEIQ BVBA reserves the right to subject the claim to an inspection. We will replace the fixture, if it is confirmed defective, at our cost.

## **How should I install my fixture**

Each piece is designed to be easily installed by an electrician (a detailed installation guide is included in the packaging). Deiq BVBA is not responsible for the improper installation of its fixtures.

We ship the fixture fully assembled. The glass volumes are packaged separately and can be screwed on, please follow the instruction guidelines step by step. Please note that the arms are not adjustable and cannot be moved, so please don't try to adjust them! It's not safe to the internal wiring, and also we balance the fixtures before shipping. A canopy and Led bulbs are included.

## **Design and variation**

Each glass volume has been blow molded and will include some natural variation in weight and flow lines. This is a beautiful and intentional quality inherent to the unique craftsmanship process. Due to the weight difference between the glass volumes, each fixture needs to be manually balanced. Therefore, each lamp may slightly vary in dimensions.

## **Cleaning instructions**

When cleaning, ensure that the power supply has been switched off. Do not use glass cleaner on the brass parts. If glass shades are removed for cleaning, label their original location on the armature.

Glass shades can be cleaned using a liquid glass cleaner. Spray glass cleaner onto cloth to wipe down glass, avoiding contact with the brass parts. Brass parts can be wiped down with the microfiber cloth included in the packaging.

## **Canopy**

A white powder coated canopy is included.

## **Lightbulbs**

All light fixtures are equipped with LED light sources.

## **Terms and conditions**

The terms and conditions may not be modified in any way. DEIQ BVBA reserves the right to change these terms and conditions at any time without prior notice.

## **Certification**

All light fixtures have CE marking compliance.

## **Copyright**

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