
CERAS imply

TERMS & CONDITIONS ¹

Please read the following terms and conditions prior to purchase, to ensure optimal customer satisfaction and to live up to your expectations. The following outlines the terms of the interaction between us and the buyer, and a quick read-through can ensure proper cooperation.

ORDERING GOODS

We love to serve our customers and we feel grateful for customers' orders. However, to ensure maximum efficiency and customer satisfaction, your order is not immediately processed into our system. As soon as we receive official orders, we will check production availability and all other factors such as other components i.e. wooden parts, some inserts, and packaging. The official Proforma Invoice (P/I) will be issued with all details including item codes, style numbers, revised quantities to meet cartons (if needed), and most important the ETD (estimated shipping date). Please check all details stated in P/I and signed back to us. The signed P/I can be sent to either Sales Person in charge or order centre order@cerasimply.com. In most case it may take 3-4 working days to process the P/I. In case nothing heard from us for more than 5 working days, please contact us at +66 2 329-2166.

PAYMENT

Once order confirmed, payment between the buyer and CERAS imply is only done according to terms and conditions stated on the Proforma Invoice. Buyer needs to sign and return the Proforma Invoice by fax or e-mail, as proof of your accepting the terms and conditions of the interaction between the buyer and CERAS imply. Without this signed acknowledgment, we cannot process your order. Once the goods are ready to dispatched, the Commercial Invoice of the balance payment will be issued to the customer prior to shipment, we will not be liable for late deliveries if this payment is not settled according to payment agreement.

In case of L/C issuance, we will obliged to check the status of L/C either draft or official and confirm the acceptance. The customer will be responsible for any amendment of disagreement.

DELIVERY

You will be informed about the estimated date of delivery in the Proforma Invoice, however, CERAS imply is not be liable in case of these deliveries not occurring on the estimated date unless otherwise agreed. We will keep you informed about the status of your delivery, by keeping you in touch with the shipping company. Although we take all efforts to deliver on or before the estimated delivery date, due to the various variables in the shipping process, we cannot guarantee delivery on the estimated day, and we are not liable for late deliveries, or for expenses occurred due to failed or delayed deliveries.

In case a customer is not receiving the goods that they ordered, CERAS Imply will be prompt in either shipping the desired item again, or refunding the amount paid by the customer.

AVAILABILITY

The goods ordered by the customer are subject to availability. If the goods ordered are not available due to factors out of our control, such as fire, floods, earthquakes etc. or for any other reason, we will promptly inform you about this unavailability.

INSPECTION

PRODUCTS: At CERAS imply, we are proud of our hand-crafted techniques, and at the same time, we try to conform to certain quality standards. Due to the nature of material used during production, minor variations between products is to be expected, and in fact adds to the timeless beauty of our products.

Even with our hand-crafted goods, we conform to industry-leading standards, which is STANDARD AQL LEVEL II, according to which our limits are 2.5% for major defects, and 4.0% for minor defects, as these defects are due to the nature of materials used during production, and they do not hamper the day to day usage of our products.

In case of the nomination of a third-party inspector, we request you to inform us before hand, to ensure mutual understanding and full cooperation during this inspection process. In addition to this, we request that this QA be knowledgeable, skilled and well-trained, in order to eliminate any possibilities of errors during the inspection. This in turn is required to prevent delayed deliveries of our products.

CERAS imply

TERMS & CONDITIONS

We reiterate the use of hand-crafted techniques during the production process, and we request the inspector to acknowledge this, and even as the inspection should be systematic, it should also accommodate for the hand-crafted nature and the fact that our customers are satisfied with them.

We aren't explicitly requesting for the inspector to review our products positively. We just request that the inspector examine our products without any bias whatsoever, and ensure that the inspector handles the products in usual conditions, and not treat them in a way that doesn't occur when customers handle products. This means, to start with, that the inspector would need to hold the products at arm length, i.e. approximately 70 cm during inspection.

PACKING: At CERAS imply, we use high-quality paper for the product, which is packed inside a 3-ply corrugated cardboard box, which in turn is packed inside a 5-ply corrugated master carton. And we deliver worldwide, that is why we take every measure to delivery everywhere around the world on time.

For best results, we pack our products in accordance to their size and shape, and this makes everything neater and more efficient, due to this, if any change of the number of pieces or packing size after ordering, breakage may occur.

While we do take precautions against the occurrence of any damage to fragile products like ceramic, during shipping, these factors are out of our control which may result in breakage. And if you have any special order requirements, we will be glad to oblige, and we are committed to providing high-quality services, which is why additional cost may incur.

As shipping agents and representatives handle goods in a different way, and as we cannot interfere in their processes, there is a probability to the customer receiving a broken product, even as we take all sorts of precautions at our facility.

If the consumer desires for a Mail Order, then we will take our best efforts to evaluate and select the best possible packaging for the order, due to which additional costs may occur.

We believe in the durability of our products, and since customers aren't willing to test the durability limits of our products, we do in-house drop tests according to the ceramic ware.

OWNERSHIP OF RIGHTS

We are subject to full ownership of our product designs, product shapes and our colour shades. All intellectual property rights and rights to use of trademarks is solely owned by us, and our products are protected by patent rights.

If a customer requests for a custom-design, we will be glad to oblige, and we take it upon ourselves to keep these custom designs confidential. In fact we will try everything to keep this information confidential, but unfortunately, when these designs reach external facilities, we are not able to control its confidentiality, and so we would not be responsible for any issues occurring outside our facility.

If a customer wishes to see some prototype samples, we would be glad to do so, providing these prototypes free of cost. The rights to the design of these prototypes is to be held by CERAS imply if the customer just asks for the prototype and does not order within a specified time limit.

GENERAL

CERAS imply cannot guarantee the accuracy of information, specifications, pricing and is not liable for any errors or omissions in any of its published materials or any representations or misrepresentations made by company personnel or its agents.

This means that the product received by the end user can be significantly different from my that the product received by the end user can be significantly different from any misrepresentation in any published material.

We shall not be responsible to you for incidental, special, indirect or consequential loss or damage, and loss of profit (direct or indirect), loss of sales, loss of goodwill or reputation, loss of business, third party claims. Our liability for any claim for loss or damage shall be limited to the amount paid by you for the goods. We reserve the right to change these term & condition from time to time and we will inform you of any such changes.