



®

## BOCA DO LOBO

exclusive design

### ACCOUNTS & ORDER TERMS

A credit application accompanied by the customer's certificate of resale is required to open an account. All accounts will be opened as pro-forma. Open credit terms will be considered on a case by case basis after the first pro-forma order. Pro-forma orders will require a 40% deposit with the order and the balance prior to shipping from Portugal. Customized pro-forma orders will require 50% deposit. After the first deposit made, any change to the pro forma will be impossible to perform. Please check and approve all data on the pro forma before making any deposit. The Boca do Lobo is not responsible for the impossibility of any changes to this document. All pieces are the property of Boca do Lobo until payment in full is received. Boca do Lobo reserve the right to defer the dispatch date until the balance of the order is received.

### TERMS & CONDITIONS

By placing an order it is implied that you accept our terms and conditions as listed below:

### PRICING

We reserve the right, without prior notice, to discontinue products or change specifications and prices on products. Prices always refer to one unit and are Exworks Rio Tinto, Portugal. Packaging is always included in our price; however if the customer requires specific packaging, they will be charged accordingly. Container pricing is available; please contact Boca do Lobo for additional information.

Quotations for custom items are valid for 6 weeks starting the day they are sent to the client. Proforma Invoices are valid for 12 weeks from the date they are sent to the client even if pricing changes occur during these 12 weeks. After this period, proforma invoices will no longer be valid.

If the price, discounts or dates of delivery are based on an apparent error, Boca do Lobo may correct the mistakes or cancel the order.

If the invoiced amount is not paid in within the payment term, then the Buyer is in default without any notice being required. If, 4 weeks after the clients is informed the goods are ready to ship, the invoice amount is not fully paid, Boca do Lobo is entitled to redirect the goods to other orders, immediately starting the production of new items, thus resetting the lead time with no prejudice for Boca do Lobo whatsoever.

In the event of any default by Buyer in the payment of any amounts or charges due, Boca do Lobo has the right to postpone any further deliveries of any goods, without being liable for any losses by Buyer.

### AGREEMENTS AND COMMISSIONS

For non-exclusive and/or agency agreements where Royalties are due, these will be paid only after the order is fully paid and all legal documents are correctly filled.

### LEAD TIMES

Production time is between 12 to 14 weeks. Delivery time is not included. For pieces with custom specifications or orders of large quantities we reserve the right to agree with the customer on a time of delivery. The lead time for this custom orders can vary between 12 and 24 weeks. 50% of our products are in stock. We work hard to put the most desired products available in our ready to ship list.

Production for orders where one or more custom items are included will only start after the client approves the technical drawings for the custom items. Lead time starts only after Boca do Lobo confirms reception of signed technical drawings.

Lead time for replacement items is 12 to 14 weeks, the same as for new orders. Boca do Lobo will do everything in its reach to guarantee a delivery of replacement items in the shortest lead time possible.

### FREIGHT

Collect by the carrier of the customer's choice unless otherwise stated on the order. Transport quotations provided by Boca do Lobo don't include unforeseen expenses such as local customs clearance, even for door to door deliveries.

Boca do Lobo doesn't provide White Glove transportation services. Any services of this kind have to be taken care by the client.

### FREIGHT POLICY & DAMAGE CLAIMS

Title passes to the purchaser at the time the goods are picked up by the carrier in Portugal. All products are carefully packed and inspected prior to shipment. The refusal of damaged merchandise in no way relieves the purchaser's responsibility of payment the goods. Boca do Lobo is not responsible for loss or damage in transit.

Upon delivery, Buyer shall check the condition of the packaging and, if this has any defects, Buyer shall, in the presence of the carrier, open the packaging and check the goods for damage. If the goods are damaged, the client must refuse acceptance and return it immediately.

Please note: Failure to report concealed damage within fifteen days of receipt will result in the denial of your claim. Any damage should also be communicated to Boca do Lobo during the first 48 hours after receiving the order; photographic evidence of the damages and packaging conditions should be sent by email to [info@bocadolobo.com](mailto:info@bocadolobo.com).

When shipping a replacement item, Boca do Lobo is only responsible until the delivery address of the proforma invoice. If this is not the final delivery address, the client is responsible for returning the damaged item to the delivery address mentioned on the Proforma Invoice in order for Boca do Lobo to collect the damaged goods.

Due to its unique nature, custom items can't be replaced and have to be picked up for repairing.

### RETURNS POLICY

No returns will be accepted without written consent from Boca do Lobo. Unauthorized returns will be refused at the customer's expense.

Boca do Lobo will only ship a replacement item once the Buyer guarantees the damaged goods are repacked in the original wooden boxes and ready for pick up at the time of delivery. If the cause/responsibility of the damage is unclear, Boca do Lobo reserves the right to collect the goods for a damage assessment and, only after this procedure, send the replacement item.

If, by any reason, the Buyer has to repack the returning items, all expenses shall be borne by the Buyer and not Boca do Lobo.

### ORDER CANCELLATION

Merchandise is manufactured upon the receipt of the order and deposit. Cancellations will not be accepted after 5 working days from the order issue date. A 30% restocking fee will be applied to any cancellations received after the order issue date. **STORAGE FEES** From the date of balance payment request, Boca do Lobo will reserve the right to invoice the client for any period longer than 1 (one) month of stocking the orders. For each period of 31 days, Boca do Lobo will invoice the client with a 5% restocking fee.

### CONTRACT/HOSPITALITY ORDERS

Boca do Lobo has the ability to customize existing products or new products to meet contract specifications. These orders will necessitate special pricing based on quantity and features. Please contact Boca do Lobo for contract quotes.

### INTERNET POLICY

Dealer internet websites may neither advertise, nor in any way, display the Boca do Lobo name, logo, product images or any other proprietary company emblems or information without prior written consent from the company. Dealer websites may not display pricing on Limited Edition pieces, promotional offers, discounts or value statements (e.g. lowest price in town). Please contact Boca do Lobo for further company guidelines on internet usage.

### DISTRIBUTION POLICY AND INTELLECTUAL PROPERTY RIGHTS

We reserve the right not to sell to, or continue to sell to, any dealer whose distribution or sales tactics result in a negative effect on our ability to compete and sell into a world region.

Buyer may not have goods supplied by Boca do Lobo copied elsewhere, or manufacture imitations thereof that differ in only minor details from the goods supplied, or become directly or indirectly involved in this.

### PRODUCT STANDARDS

Each Boca do Lobo design is handcrafted. While every effort is made to maintain uniformity, slight variations in shape or colour may occur.

Due to its non-industrial processes, some techniques may be prone to slight changes in shape or size, such as metal foundry items.

Depending on the materials used for its manufacture, the original goods may change in the course of time, due to environmental influences (UV light and other for lacquered goods, woods/veneers, colours, fabrics and other).

Boca do Lobo is constantly evolving and looking for new and better ways to improve its goods. Goods delivered may have slight technical differences from goods ordered.

Extra costs such as mounting, dismount or installing for replaced goods are fully at Buyer's charges.






















### WARRANTY
























Warranty is considered void if the alleged defect or is found to have occurred as a result of environmental of testing circumstances, misuse, use other than normal use in respect to the specific good, neglect, improper installation, accident, improper storage, or repairs or modifications made without the prior written express consent of Boca do Lobo.

### LIABILITY

**BOCA DO LOBO SHALL NOT BE LIABLE FOR ANY LOST PROFITS OR SAVINGS, LOSS OF REPUTATION OR GOODWILL, INDIRECT OR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OR IN CONNECTION WITH THE SALE OF THE GOODS.**

TERMS ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT PRIOR NOTICE

5TH   SIDE TABLE  \$1.330,00 1 STANDARD	AQUARIUS   SIDE TABLE  \$4.140,00 1 STAINLESS STEEL	CARVED   STOOL  \$1.230,00 1 COPPER LEAF	EDEN PATINA   SIDE TABLE  \$7.640,00 1 PATINA	FRANKLYN   DISPLAY CASE  \$1.670,00 1 BIRD EYES	FRANKLYN   DISPLAY CASE  \$1.670,00 1 BLACK OAK	FRANKLYN   DISPLAY CASE  \$2.470,00 1 PALISANDER	MAJESTIC   SIDEBOARD  \$14.450,00 1 STANDARD
MONET   CENTER TABLE  \$23.690,00 1 GOLD	MONET   SIDE TABLE  \$5.530,00 2 PATINA	MONET   SIDE TABLE  \$5.930,00 1 NICKEL	NEWTON   SIDE TABLE  \$6.540,00 1 BLACK & GOLD	PLAZA   SIDE TABLE  \$4.490,00 1 STAINLESS STEEL	SOHO 118CM   CONSOLE  \$4.990,00 1 WHITE LACQUERED	TIMES   SIDE TABLE  \$2.470,00 1 STANDARD	TIMES   SIDE TABLE  \$2.470,00 2 WALNUT ROOT TOP
TRINITY EBONY   CONSOLE  \$5.030,00 1 EBONY	TRINITY EBONY   CONSOLE  \$5.030,00 1 PALYSANDER	TRINITY EBONY   CONSOLE  \$5.030,00 1 ROSEWOOD	YORK   CONSOLE  \$5.010,00 1 CREAM	ZARAGOÇA   SIDE TABLE  \$1.160,00 1 AMETHYST			

AQUARIUS GOLD   SIDE TABLE  \$6.200,00 1 GOLD	BROOKLYN   BAR CABINET  \$5.010,00 2 WHITE & GOLD	DIAMOND   LUXURY SAFE  \$40.160,00 1 STANDARD	DIAMOND   WATCH WINDER  \$2.710,00 1 BLACK LACQUERED	DIAMOND   WATCH WINDER  \$2.710,00 1 GOLD LEAF	EDEN GOLD   SIDE TABLE  \$6.940,00 2 GOLD	EDEN BIG GOLD   CENTER TABL  \$18.770,00 1 GOLD	EDEN CERAMIC   SML. SET  \$8.740,00 1 DARK GOLD
EQUATOR   GLOBE BAR  \$9.360,00 1 GOLD	HERITAGE   SIDEBOARD  \$26.330,00 1 BLUE TILES	INFINITY   CONSOLE  \$6.100,00 1 STANDARD	LAPIAZ INOX   SIDE TABLE  \$3.350,00 1 STAINLESS STEEL & COPPER	MONET GOLD   SIDE TABLE  \$5.530,00 1 GOLD	PALACE   DISPLAY CASE  \$11.310,00 1 BLACK LACQUERED	PICCADILLY   MIRROR  \$16.400,00 1 STANDARD	RING RECTANGULAR   MIRROR  \$11.580,00 1 BLACK LACQUERED
ROBIN   MIRROR  \$27.570,00 1 STANDARD	ROOT   MIRROR  \$14.550,00 1 STANDARD	SOHO WHITE   SIDEBOARD  \$14.790,00 1 STANDARD WHITE	SYMPHONY   SIDEBOARD  \$64.160,00 1 STANDARD GOLD	VENETO   MIRROR  \$18.240,00 1 STANDARD	WAVE BIG   CENTER TABLE  \$3.990,00 1 HAMMERED COPPER	WAVE SMALL   CENTER TABLE  \$2.980,00 1 HAMMERED COPPER	