



## KESEMY DESIGN WHOLESALE TERMS & CONDITIONS

### FIRST TIME CUSTOMER:

Welcome to kesemy design, here you will find beautiful ceramic objects and gifts for your home. My pieces are handmade, hand-painted and glazed at the Kesemy design studio & shop in Amsterdam.  
We are very happy to work with you and can't wait for your first order.

### HOW TO ORDER:

To place your order just send me back the order form filled with the products you wish to get.  
When receiving your order, we will send you an invoice for the total charges.

### WHOLESALE PRICING:

All prices are listed in euros and excluding BTW.

### MINIMUM ORDER:

There is a minimum of 20 pieces per order, not including the small hangers.

### PAYMENT TERMS:

First time order? Payment must be received before delivery of goods. The pieces will be sent once we received your payment.

### CHANGES TO ORDERS:

Any changes or cancellation to orders must be emailed to [kesemy@gmail.com](mailto:kesemy@gmail.com) within 48 hours.

### METHOD OF PAYMENT:

All payments must be transfer to Kesemy design account withing **14 days**.  
K.Yahav -Kesemy Design, ABN AMRO BANK AMSTERDAM IBAN: NL34ABNA0588732524

### DELIVERY & SHIPPING:

Getting your order on its way is very important to us, it takes about 2-5 weeks for your order to be made and shipped, depending on order size and how busy is the studio. Shipping costs will be calculated and added to your invoice when the order is ready to ship. At the moment we are working with MY PARCEL, delivery cost (aangetekend) in the NL is 7 euro exc BTW.

### HANDMADE PRODUCTS:

All pieces are individually handmade, meaning that each piece slightly differs from the others in style, color and design.

### DAMAGES / DEFECTS:

We will do our best to ship your order correctly but please check all shipments immediately upon arrival. Please contact [kesemy@gmail.com](mailto:kesemy@gmail.com) within 2 days if there are any damaged or defective shipments. Returned merchandise will be replaced with new merchandise.

### RETURNS / EXCHANGES:

It is not possible to returned or exchanged pieces that have been already bought. We only accept returns in the case of defective merchandise as noted above.

Kesemy Design, Kesem Yahav

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**THANK YOU FOR WORKING WITH KESEMY DESIGN!**