



## Conditions for using our online furniture shop [www.furnish.bg](http://www.furnish.bg)

Welcome to the section "**Conditions of purchasing and delivery products**".

The online shop [www.furnish.bg](http://www.furnish.bg) has been created, owned and maintained by **FURNISH BG LTD** with head office at 37, Ivan Vazov Street, 9000 Varna, Bulgaria, with EIK N 128589931.

The company's activity is interior design and complete furnishing of premises with different purpose – private homes, offices, hotels, restaurants and shops. The online shop offers wide variety of goods with different price levels and design. You can quickly order and buy many products online or to contact us for an individual furnishing project.

**Read carefully the conditions before you make a purchase!**

### I. Products offering

The products offered by Furnish BG through the online shop are presented by one or more pictures and product details, including /depending on each product/ model, volume, size, pieces in a pack, colors availability, material, brand and other characteristics. The products have been shown and described according to the standard requirements of Bulgarian law. However, we cannot guarantee that the color you see on the site fully matches the actual product color, which you would receive. This is because the color picture varies depending on the browser and computer monitor you use. Furnish BG cannot be responsible for pictures imperfections. There could be differences between the delivered products and the ones shown in the online shop especially when it concerns handmade or technologically/ technically altered products.

Orders and deliveries cannot be declined based on these reasons, if the effects from them do not affect the main purpose of the products.

### II. Registration

**Visiting most of the site areas do not require registration.** Certain zones of the site directories though, could be accessible only after registration. When this is so, a need for registration will be posted.

It is NOT necessary registering in order to shop online!

### III. Orders and Payments

- 1) To make an order, you have to do everything step by step as shown in section "[Online shop](#)" on our site. As a result you will receive an e-mail from us about order confirmation. It will include a detailed description and value of the products chosen from you, delivery cost and term, payment instructions.

We consider your order as an outspoken will of purchasing the products in it with the Conditions presented here.



- 2) Orders are processed between 9 and 6 pm on working days. Our Reply e-mail should be received within 24 hours. All orders made on Saturday after 12 pm and on Sunday are processed on Monday.

The online shop is open for orders 24/7.

- 3) Furnish BG has the right to decline an order when:

- Not being able to deliver the products chosen
- There is a price or product description mistake.

The prices published on the site are in BGN and Euro and include VAT.

All other expenses for delivery, insurance, etc., are being paid additionally from the client. See more information on that in section [Delivery](#).

- 4) Furnish BG proceeds to implement your order after receiving advance payment on the products chosen – in cash or via bank transfer. When you make an order we consider that you agree with this payment in advance.

- The advance payment for products in stock is 100% of the order value.
- For all the products not in stock the advance payment is 50%, the balance 50 % has to be paid before the delivery is made, for which the client will be notified.
- There is an option for Cash on delivery payment when using a courier company.

- 5) For online orders you can pay:

- Via bank transfer – after ordering, we will send you an email with the bank account details. The order is being processed when receiving the payment.
- Cash on delivery payment when using a courier company.
  - **\*Applies only for orders up to 300 BGN or 153 Euro and items in stock.**
- Cash in our offices, for which you will receive a document for the payment.
- Directly through the site using credit cards VISA or Master Card

- 6) There is an option for buying furniture on an instalment plan. For more information please contact us.

**The Client is fully responsible for measuring the premises in which intends to place the furniture, so they can fit in. Furnish BG does not accept claims which come as a result of client's miscalculations.**

#### **IV. Delivery, installation and accepting**

- 1) The products you order can be delivered in Bulgaria and other countries. The delivery term is between 24 hours and 60 days, depending on whether the product is in stock or not. The delivery time is counted after the receipt of the advance payment. The delivery charge depends on the location of your property, the type and the volume of the products ordered.



## 2) Delivery and accepting options:

(a). With Furnish BG company transportation to address appointed by the client. Transportation expenses will be added to the item value.

(6). By courier on your expense

In section [Delivery](#) on our site you can find out about the companies we work with.

(b). You can collect your order at our offices

**Sofia office:** 19, Yakubitsa Street, 5th fl, 1164 Sofia

**Varna office:** 37, Ivan Vazov Steet, 9000 Varna

3) Delivery to an address is made only between **9 am and 5 pm on working days**. We will call you in advance to arrange it together.

Furnish BG staff aims to deliver all clients' orders on time and according to the plan. However, conditions out of our control could affect our ability to deliver the goods during the planed time. Furnish BG cannot be responsible for a delay resulting from these conditions and you agree to pay the delivery expenses.

4) When receiving the order **a record of acceptance is signed**, so you are personally responsible to attend the delivery or to provide an authorized person for it.

5) The products will be delivered at the address you appointed in the order. You agree that if you or an authorized person by you doesn't attend the delivery, you will pay the expenses for another delivery. We will call you in advance to arrange it together.

6) **The damage and loss risk** will be transferred to you after signing the Record of acceptance. The ownership of the products will be yours after Furnish BG receives the full payment of the order value.

7) If you order more than one product, you agree that Furnish BG can wait for all the products to be in stock before a delivery to the client is being arranged. Because of the difficulty to set the exact delivery time, you agree that Furnish BG is not responsible for any loss or disadvantage which you could undergo as a result of this delay.

8) In case of a delivery delay you agree that Furnish BG LTD will reimburse your already paid money only if the products have **not being delivered in 90 days from the expected delivery date**. Furnish BG chooses to exercise its absolute evaluation about reimbursing payment, when considered.

9) Some products need assembling. When ordering these products, the assembling **is included in the final price** and does not need to be paid additionally. Furnish BG organizes the delivery and assembling with you. You can take the responsibility to assemble the furniture you order by yourself. In this case, please contact us, so we can give you additional information.



## V. Refusal of order and return policy

### 1. Refusal of order

You have the right to refuse an order once made. To do so, before the delivery, but NOT LATER THAN 15 /fifteen/ DAYS BEFORE THE APPOINTED DELIVERY DATE, you have to contact us and inform us about the order's number and date. In this case you do not have to pay any penalties.

If the refusal is made 15 /fifteen/ or less days before the appointed delivery date, you must pay a penalty of 10 % from the order value.

If Furnish BG cannot execute your order due to the lack of the Goods or inability to deliver them, you will be immediately notified. In this case proposal for delivery of similar goods with the same quality and price can be sent to you with the same quality and price. If you refuse the proposal for Goods exchange, then Furnish BG will reimburse in indicated bank account or in the credit card of the executed payment, the advanced payment, not later than 30 days considered the date the delivery were expected to be received.

### 2. Return policy

You have the right to refuse your order within 7 days from its receipt, ascertained with record of acceptance and delivery, if the integrity of packaging and product are not compromised, and if labels, painted words or symbols on the packaging are not removed.

The refusal can be lodged by e-mail or fax. The goods must be returned within 3 days from the lodging of refusal in some of the offices of Furnish BG on client's account.

If the refusal is lodged in the above mentioned manner, Furnish BG will reimburse in indicated bank account or in the credit card of the executed payment, the advanced payment, not later than 30 days considered the date, the right for order refusal is exercised, ascertained with record of acceptance and delivery for return of the goods.

#### **Goods that cannot be refused:**

- a) Designed and manufactured according to your specific requirements and sizes.
- b) Goods, purchased on sale. Many of the Goods offered on sale have imperfections or are last stocks.

## VI. 7. Guarantee and after guarantee service

Guarantee term of kitchens and cabinet furniture is 12 months.

Guarantee term for the appliances and the rest of the products is according to the guarantee conditions of the manufacturer and it is indicated in the guarantee card of the goods.

Guarantee service is executed only form the Furnish BG team or the service of the manufacturer, importer accordingly, on condition, that manipulations are not executed by not authorized representatives.

### 1. Claims

In case of factory defect found in the product, Furnish BG Ltd is committed to accept the claim and give an opinion within 5/five / days of receiving it. Goods can be replaced or repaired under the warranty conditions of the company-manufacturer or importer. Transport and other costs of the new product shall be borne by Furnish BG Ltd.

Furnish BG team will help you with after-sale service of products purchased by us.



## VII. Personal data protection policy

Furnish BG Ltd. appreciates each of you as our client and takes care to protect your personal information provided by you in the process of using the website and company services. In this regard, Furnish BG Ltd is following these rules:

- Upon registration on the website or by sending queries, you voluntarily provide personal information such as name, email, contact address, phone number, etc.
  - You have the right of access to voluntarily entered personal data and make changes to them in order to update them.
  - You agree to keep in secret your log-in details and be responsible for their use. You are personally responsible for all actions taken with your registration data, if any. In establishing misuse of your personal information, please immediately contact the team of the website.
- You agree your personal data to be used in processing orders and services you use through the website.

Furnish BG Ltd declares that it will not provide any data about their users to third parties or advertising agencies, except and only in cases provided by law.

In case of a loss of password / for a registered user / you will receive a new password on your e-mail address.

By using this site, you agree with our personal data protection policy.

## VIII. Additional clauses

Furnish BG shall not be liable under these Terms and conditions, if prevented or delayed to perform its obligations under these Terms and conditions or manages its business under the impact of actions, events, omissions or accidents beyond reasonable control including strikes or other industrial disputes (whether involving employees of Furnish BG Ltd or any other party), failure of utilities or transport network, natural disaster, war, riot, civil unrest, willful damage, under any law or governmental order, rule, regulation or instruction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub contractors.

Any action that you or a third party, or Furnish BG undertakes in order to protect these Terms and conditions should be attributed only to Bulgarian court. If any of these conditions is incompatible with the law, void or for any reason can not be applied, then this condition should be considered invalid and in no way it affects the validity of the rest of the conditions.

Each party acknowledges and agrees that by entering into this Agreement does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether written or not) of any person (whether party to these Terms or not ) relating to the subject matter of this Agreement, other than what is explicitly explained in that agreement

"Furnish BG Ltd reserves the right to revise these Terms and conditions at any time, by being obliged to declare it. The changes take effect immediately upon posting on the site. Your subsequent use of [www.furnish.bg](http://www.furnish.bg) after application of changes to these terms means that you agree and accept these changes.

Certain terms of these Terms may be replaced by expressly designated legal notices or terms located on particular pages at this Site, and that "Furnish BG Ltd announces separately.

**October 2009**  
**Furnish BG Ltd.**