



General terms and conditions of sale

CUSTOM ENAMEL KITCHENWARE

PRODUCT SPECIFICATION AND QUALITY

We guarantee that our products are made in accordance with European Union health regulations. They are produced from the top-quality ingredients from Polish suppliers and are subject to multiple high-temperature oven processing. We do not use machines to put enamel or ceramic decals on our enamelware, therefore we allow the presence of some small imperfections which are signs of handmade production. Small swellings, blisters, marks after hanging enamelware on hooks to fire it correctly, slightly displaced ceramic decals are allowable and do not change the value of the product. Every product is made by people, not by machines, therefore some small disparities may appear.

Due to the specific production process, we allow approximately a 20% discrepancy in the final amount of custom production. For example, if the client orders 200 mugs, he can receive something between 160 and 240 ready-made mugs. Enamelware is unpredictable in high temperatures, so we never know what might happen with the product inside the oven. To fulfil the order, we always create a bit more enamelware. Due to the nature of enamel, ceramic decals and the process of firing, actual colors of mugs may slightly vary from the ones presented in our catalogue.

MINIMUM ORDER

The minimum quantity for custom enamel kitchenware equals 200 identical pieces (in the same color, size and with the same graphics.)

LEAD TIME

Production takes up to 12 weeks for mugs and 14 weeks for other enamelware and it consist of 2 different stages: first, we order ceramic decals from the supplier. In the next stage, ceramic decals are put on the surface of enamelware and fired in high temperatures.

PACKAGING AND DELIVERY

Ready to ship products are always double checked to make sure that all ordered products meet our quality standards. Enamelware is wrapped into simple brown packaging paper and packed in a cardboard box. Optionally, we can pack goods in single boxes and apply labels or make a stamp with our customer's logo.

A standard user's guide with our logo is packed together with every single dish.

Overseas orders are shipped by UPS Express Saver. The delivery time is 4-5 working days, not including custom clearance.

Our customer is automatically notified of the tracking number and estimated delivery time by UPS. EU orders are shipped by UPS, DPD or DHL Euroconnect.

Shipping costs are inevitable, however we cover part of them.

PAYMENT CONDITIONS

We ask our customers to pay for 50% down payment before we start the production. The second part of the payment is required prior to shipping all products to our clients. Payments must be done via international wire bank transfer in the currency stated on the invoice. Please, make the payment in the currency provided on the invoice, and that your bank will not exchange it into PLN (Polish Zloty) which causes a difference between the amount on the invoice and incoming transfer.

We do not cover any import taxes, if any are applied in your country. We also do not cover any fees from your bank or correspondent bank.

In case we receive an amount that is lesser than invoiced, we must hold up the shipment. It will be continued after receiving the rest of the payment.

COMPLAINTS AND RETURNS

We accept complaints up to 14 days from receiving the goods by the customer. Before you send any product back to us, please contact our team to discuss this. After 14 days, we do not accept any complaints.

PRODUCT PICTURES AND SOCIAL MEDIA

We always take pictures of ready-made products and send them to our clients for quality verification. It is always done before we ship all products.

We kindly ask our customers to give us the rights to publish photos of the final product on our webpage, social media (Facebook, Instagram, etc.) or in our catalogue. It will help us in the development and promotion of our company.

Our clients are free to share pictures we have provided and adapt them to social media, however, appropriate credit must be given – clients have to tag us on pictures made by us.

Please inform us if you do not agree with any of these terms.

Follow us on Facebook or Instagram where we showcase our latest productions, and check our webpage with our online store to get to know us better!

OUR PRODUCTION - YOUR RIGHTS

Please make sure you hold the copyright to the design you have sent us. We don't share any custom enamelware designs that belong to our customers, nor do we produce it outside of the customer's order. However, we cannot bear responsibility for the fact that someone might become inspired with your custom enamelware.

We take pictures of every custom enamelware we produce and might publish them on our social media, portfolio, printed material etc. If you want to keep your idea secret, please notify us about it.

All goods remain the property of Emalco Enamelware until the final invoice is paid in full.