



www.zooh-online.com

shop@zooh-online.com

HOW TO ORDER

You can place your wholesale order in any of four ways:

- To order **directly from ZOOH** complete the Customer Information and order form on the following page with the products and quantities required and email it to shop@zooh-online.com. We will confirm availability and send you a quotation, including shipping.
- Order through **Maison Objet**: mom.maison-objet.com/brand/10679/zooh
- Order through **Faire Direct**: zooh.faire.com
- Order through **Ankorstore**: ankorstore.com/r/zooh-WCem

Minimum order: €100, excluding VAT and shipping.
Prices are wholesale prices and exclude VAT and shipping.

Customer Information

Name		Business Name			
Title		Legal Name			
Telephone		VAT/Tax Identification Number			
Mobile		Email Address			
Address					
		Country		Postal code	
Shipping Address					
		Country		Postal code	

Product Title	Size/Colour	SKU	Quantity	Unit Price	Subtotal
TOTAL BEFORE TAX & SHIPPING					
TAX, SHIPPING and TOTAL will be confirmed in your quotation. Shipping is calculated based on the weight, dimensions and destination of the order and is set by the transport company. Payment terms: Payment is required before dispatch unless otherwise agreed.					TAX
					SHIPPING
					TOTAL

ZOOH Wholesale Terms and Conditions

These terms apply to wholesale orders placed directly with ZOOH.

Orders placed through Faire or Ankorstore are also subject to the terms of the relevant platform.

1. Business details

ZOOH is operated by Alicia Wood Interiores S.L., CIF B74442500, Spain.
Contact: gestion@zoohdesigns.com
Website: www.zooh-online.com

2. Wholesale customers

Our wholesale prices are available to businesses purchasing products for resale. By placing an order, the customer confirms that they are acting in the course of their business and not as a private consumer.

3. Minimum order

The minimum wholesale order value is €100, excluding VAT and shipping.

4. Prices and VAT

All prices shown in our wholesale catalogue or price list are in euros and exclude VAT and shipping unless otherwise stated.

Applicable VAT will be added to the invoice. EU customers registered for intra-Community VAT must provide a valid VAT number before invoicing. We may update our prices from time to time. The prices confirmed in our quotation or order confirmation will apply to that order.

5. Placing and accepting an order

Orders can be placed using the ZOOH order form, by email, through Faire Direct or through Ankorstore.

Submitting an order does not automatically guarantee acceptance. Direct orders are confirmed when ZOOH sends the customer a written order confirmation, quotation or invoice.

If a product is unavailable, we will contact the customer before processing the order. We will not substitute products without the customer's agreement.

6. Payment

Unless otherwise agreed in writing, payment for direct wholesale orders is required in full before dispatch.

Orders will not be dispatched until cleared payment has been received. Where credit terms have been agreed, payment must be made by the due date stated on the invoice. Late payments may be subject to statutory interest and recovery costs in accordance with applicable Spanish and EU legislation.

7. Shipping and delivery

Shipping costs are calculated according to the weight, dimensions and destination of the order. The cost will be confirmed before payment.

Any delivery date provided is an estimate. We will inform the customer as soon as reasonably possible if an order is delayed. The customer is responsible for providing complete and accurate delivery information. Additional delivery costs resulting from incorrect information or an unsuccessful delivery may be charged to the customer.

Any import duties, customs charges or local taxes arising outside the European Union are the responsibility of the customer.

8. Checking deliveries

Customers should check their delivery as soon as it arrives.

Any visible damage to the parcel should be noted with the carrier where possible. Missing, incorrect or damaged products must be reported to ZOOH within five working days of delivery, with the order or invoice number and photographs of the packaging and affected products.

Please retain the products and their original packaging while the claim is being assessed.

9. Damaged, defective or incorrect products

Where products are confirmed to be damaged, defective or supplied incorrectly, ZOOH will, as appropriate:

- replace the affected products;
- issue a credit note; or
- refund the amount paid for those products.

We will agree the appropriate solution with the customer. Products should not be returned without prior written agreement from ZOOH.

Minor variations in colour, print placement, texture or finish may occur as part of the manufacturing and printing processes and are not normally considered defects.

10. Cancellations and changes

Requests to change or cancel an order must be made as soon as possible.

Once an order has entered production, been packed or been dispatched, it may not be possible to change or cancel it. Bespoke, personalised or specially produced orders cannot normally be cancelled once production has begun.

11. Wholesale returns

As wholesale orders are business-to-business purchases, we do not accept returns for unsold stock, over-ordering or a change of mind.

Returns will only be accepted where agreed in writing by ZOOH in advance. Unless the products are damaged, defective or supplied incorrectly, the customer is responsible for return shipping costs.

Authorised returns must be unused, in their original condition and packaging, and suitable for resale.

12. Product information and care

Customers are responsible for passing relevant product descriptions, care instructions and safety information to their own customers.

Product photographs and colours are reproduced as accurately as possible, but colours may vary slightly between screens, printed materials and finished products.

13. Ownership of goods

Products remain the property of Alicia Wood Interiores S.L. until payment has been received in full.

14. Intellectual property

All product designs, artwork, photographs, catalogue content, branding and promotional materials remain the intellectual property of their respective owners.

Purchasing ZOOH products does not give the customer permission to reproduce, modify or manufacture the designs.

Approved ZOOH product photographs may be used by wholesale customers solely to promote and sell genuine ZOOH products.

15. Events beyond our control

ZOOH will not be responsible for delays or failure to fulfil an order caused by circumstances reasonably beyond our control, including carrier delays, transport disruption, supply shortages, industrial action, natural events or government restrictions.

16. Applicable law

These terms and any direct wholesale order are governed by Spanish law. Any dispute will be subject to the competent courts determined under applicable law.

17. Acceptance of these terms

By confirming or paying for a wholesale order, the customer accepts these Wholesale Terms and Conditions.