



Designa's® Indent Terms & Conditions

If you request Designa® to import a specific tile that is not normally part of its product inventory, or if you require a large quantity that is in excess of the company's normal purchase order amount, then we will usually be happy to assist. However it should be noted that your order will be subject to Designa's® standard "indent" terms and conditions which are as follows:

1. There are often unforeseen variables and time delays inherent to indenting specific orders from our Italian suppliers. At its quickest, the process can take approximately 8-9 weeks, however it sometimes takes considerably longer (10-13 weeks is usually a safer estimate) depending on the size and nature of the order and on the immediate availability of stock from the Italian supplier's warehouse.
2. Designa® will tell you if there are any likely delays notified to us at the outset by suppliers &/or carriers. Examples of things that can cause delay are new production being required at the factory, industrial action or strikes with inland transportation or on the wharves, summer holiday disruption in Europe (usually around July/August) or Christmas peak shipping loads (mostly affecting the transit through Singapore) etc.
3. If you instruct us to proceed with an indent order you will be required to pay us a deposit in the amount of 50% of the full value of your order. This will need to be paid to us immediately upon placement of your firm order. We will provide you with an invoice and receipt in respect of this deposit payment.
4. You may cancel your order without penalty and with a full refund of your deposit at any time prior to the commencement of the voyage to New Zealand. The "voyage" is deemed to commence at the time the container is loaded at the factory with your order. This triggers Designa's® legal obligation to pay the supplier and therefore also triggers the non-refundability of the deposit you have paid.
5. The balance of payment for your tile order will be due prior to its delivery to you in New Zealand, or seven (7) days after the indent order arrives into Designa's® Ellerslie warehouse, whichever comes first.
6. No assurance can be provided by Designa® regarding any delays that may be experienced as a result of supplier or shipping issues beyond the direct knowledge or control of Designa®.
7. Indent orders will only be accepted for the minimum quantities shipped by the supplier. For example, if pieces are not sold individually you must order to the nearest whole box lot. Similarly, many large format tiles, such as 600x600s, are only available in multiples of 4.32m² (4 boxes x 3 tiles). Please enquire about this if unsure.
8. Please also be aware that some suppliers have a separate price scale for quantities of less than a full pallet. If you are ordering less than a full pallet kindly check and confirm pricing with us prior to finalising your order.

9. Note that no returns of surplus product will be accepted in respect of indented items.
10. There is always a degree of "wastage" in any tiling job and therefore it is normal to order more product than is directly evident from a simple calculation of the area to be tiled. The "wastage factor" is a variable that is under the direct control of your tiler. Therefore it is very important that your tiler provides you with his best estimate of the quantity of tiles that will be required. Designa® is happy to estimate off your plans but we cannot be held responsible for any errors of over- or under-estimation. There is nothing more frustrating (and potentially costly) as being a box or two short of product when completing a tiling job. It is better to order appropriately (with the active engagement of your tiler) than to suffer the stress and expense of running short.

If you have any questions about the indent process, please don't hesitate to contact Designa® immediately for advice.