



GENERAL TERMS AND CONDITIONS OF SALE – SALIMA FILALI

ORDER PROCESS

All orders must be received in writing - dated and signed quotation. Orders can be placed directly via email at: contact@salimafilali.com.

PRICES

The prices displayed on the quotations are exclusive of transportation and installation. The transportation costs are independent of Salima Filali and will be communicated and integrated into the invoices as soon as possible. The transportation rates depend on the deadlines, quantity, destination, and grouping of orders.

VAT

VAT will be applied based on the country of sale for the zellige tiles. For example, for France, the applicable VAT rate will be 20%.

PAYMENT TERMS

A 30% deposit is required for validation and initiation of production for the order. The remaining 70% balance must be paid within 5 days after the departure of the order from the workshops, i.e., the start of delivery.

ORDER

The production of the order will only commence after payment of the amount due. Before validating the order, the client must carefully check the following points:

- Verify the product specifications.
- Check the quantities. Ordering the correct quantities is essential as we cannot guarantee an exact match between orders due to the artisanal nature of the products. Salima Filali recommends adding a minimum of 10 to 15% of additional surface area for each order, considering the unique nature of each order.
- Check the delivery conditions and lead times.
- Once production has started, orders cannot be canceled. Everything is custom-made for each project.

TRANSPORTATION AND DELIVERY

The products are manufactured in Fes, Morocco. We handle the importation and delivery to the specified address. The transportation is independent of the zellige tile order from Salima Filali. We consult our various carriers based on the destination and quantity to deliver to you in the best possible time and at the best rates.

The tiles are packaged in cardboard boxes or wooden crates depending on the orders and models. The provided delivery times are estimations based on averages. Delivery dates cannot be guaranteed.

The carrier will inform the recipient (client or designated contact person) when the goods are ready for delivery. Once a delivery date has been agreed upon, it is the responsibility of the client to ensure that someone is present to receive the delivery. The goods are delivered at the building's entrance, on the street, or in a location accessible by a truck of up to 12 tons with a lifting platform. It is the client's responsibility to indicate any issues, such as pedestrian streets or difficult access for transportation, etc. We are not responsible for unpacking the pallet or transferring the cartons to the construction site or upper floors. We are not responsible for delivery delays after the order has left our workshop in Morocco due to circumstances beyond our control.

Upon delivery:

Any damages observed on the pallet, cartons, or tiles must be documented, photographed, and reported within 48 hours of delivery. A description of the damages must be noted on the delivery receipt. Any claim must include photos. Quantities must be checked, and any missing products must be reported within 48 hours. We reserve the right to reject claims made after this deadline. Salima Filali disclaims any responsibility for breakage or damage after the order has been delivered in good condition.

At delivery:

Any damages observed on the pallet, cartons, or tiles must be documented, photographed, and reported within 48 hours of delivery. A description of the damages must be noted on the delivery receipt. Any claim must include photos. Quantities must be checked, and any missing products must be reported within 48 hours. We reserve the right to reject claims made after this deadline. Salima Filali disclaims any responsibility for breakage or damage after the order has been delivered in good condition.

WEIGHT AND DIMENSIONS

Each square meter (12-15 mm thickness) weighs approximately 23 kilograms, to which we must add the weight of the packaging (pallet and protection) for transportation. 1 square meter of pre-assembled zellige tiles consists of approximately 9 to 10 tiles. This may vary depending on the models and projects.

LEAD TIMES

All our products are made to order. Our lead times vary from one product to another and may also be extended at certain times of the year. Nevertheless, we strive to follow these lead times:

- Decorations according to the models in the proposed collection: 8 to 12 weeks for shipment.
- Custom-designed decorations: variable lead times depending on each project.
- Exceptionally large quantities: variable lead times depending on each project. All lead times are indicated with each order.

RETURNS AND REFUNDS

No returns are accepted as all orders are unique and custom-made to order for each project. Therefore, we cannot accept returns.

ORDER MODIFICATION AND CANCELLATION

Modification of an order, once it has already been confirmed and paid, must be made in writing and is subject to approval. Modifications can only be made if production has not yet begun. The cancellation of an order will not be refunded.

LIMITATION OF LIABILITY

We provide installation and maintenance instructions, either in PDF format sent by email or by phone, but our responsibility is strictly limited to the supply of the decorations. We are not responsible for errors or improper practices during installation, cleaning, or maintenance of the decorations. Zellige decorations exhibit variations in tone, texture, size, and finish due to manual manufacturing processes. Each piece is unique. These characteristics are an integral part of the charm of zellige and are not considered defects. It is solely the buyer's responsibility to ensure that they are aware of the characteristics of zellige before placing an order.

All designs from the collection can be customized according to our color palette and desired quantities. We also offer a comprehensive design service where we create unique compositions of zellige tiles together for your project.

CONTACT

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SALIMA FILALI
Créatrice de décors