



Zilate Ltd, 31, Ash Street, Ilkeston, DE7 8NS, Derbyshire - UK

Tel: +44(0)1158491183 / Fax: +44(0)1158543983

Welcome to Zilate Ltd.

Trade terms and conditions

The terms & conditions below detail the responsibility of both of us and comply with existing legislation including the sale of goods, restrictive trade practices and Data Protection Act.

Please note, by completing and submitting an order you agree that you have read and agree to be bound by these terms and conditions.

1. Products

Every item in our website has been hand made by the Moroccan craftsmen using the traditional methods and equipment, therefore each product is individual with its own surface character such as the wooden artefacts. Obviously, it may be some slight variation between the pieces that you'll receive and the pictures represented in our website.

These restrained differences simply improve the beauty and value of each item, ensuring the unique concept for every artefacts product.

Thus, dimensions, designs, details, colours and weight may vary slightly due to the natural monitor colours and the fitness artwork of the artisans. Natural distinction is not precise as damage or fault and then no claim can be accepted in this issue.

All sizes and weights quoted are approximate and not in accurate value.

Pictures shown are not being to level.

If you have any question concerning a particular product, please feel free to contact us, your query will be answered individually very promptly by email or telephone.

2. Returns

Our currency is the trust and honesty, our conviction is to satisfy our costumer's needs.

We hope that you'll enjoy your purchase, but in case you are not entirely happy:

◆ Prior authorization

Cancellation and returns will not be accepted without prior agreement. It is necessary to contact us by email, phone or fax as quick as possible and convenient to check with us the most efficient approach to replace or return the goods.

◆ Cancellation

You are in the right to cancel an order at any time until the end of the fifth working day after the day of order. You must inform us by fax, email or post.

If the goods are already dispatched, you must return them in their original conditions and packaging unused within 7 days of your notification of cancellation.



Registered in England and Wales -N. 5465383
Registered office: The Laurels, St. Mary Street 1
Ilkeston \ Derbyshire \ DE7 8BQ \ UK

You have to pay the cost of the shipping back to our premises; in this case we verified your return for damages or faults due to misuse and then initiate the refund less any involved shipping, handling fees within 30 days of your cancellation note.

If the goods are not dispatched yet, full refund minus any involved fees occur within 30 days of your cancellation note.

In both cases, we can assist you for a replacement or exchange of the product if you made an error in processing your order. The value will be base on the price of goods excluding the shipping fees.

◆ Faulty goods

Subject to these events:

- * We made an error processing your order.
- * Goods Damaged and defected on receipt.
- * Damaged packaging on delivery to notify first to the carrier.

As soon as possible, feel free to report it within 2 days of receipt, we will contact you for an exchange and return at no cost should we subsequently decide to satisfy your claim.

The product should be return to us within 7 days after our previous agreement.

Please, ensure that the goods return in good conditions using the original packaging or an efficient one.

In the case that we cannot give you the exact replacement of your goods in fact of the time of claim, volume of your order relative to our stock, you will be eligible for a credit note of the value of your previous purchase to buy others goods or full refund after inspection of your return goods.

Any proofs of purchase, receipt/invoice of goods and delivery note are required for any claims.

3. Delivery

All products are shipped from our main warehouse in Ilkeston.

The products listed in the web shop are daily updated to much the items we held in stock, in fact of time of each business days, we'll let you know in case you order an item just before the daily update and not anymore in stock.

In fact of the size, the weight and the quantity of items ordered, we choose the appropriate box “cartons”, bubble wrap or equivalent inside which may result good safety against the damage and breakage.

Our purpose is to deliver as soon as possible.

In fact of the quantity and the volume of your order, we will discuss with you the appropriate and rational shipping method.

We offer:

- Collection by appointment in our premises “Main warehouse”: 31, Ash Street, Ilkeston, Derbyshire DE78NS.
- Postal Delivery through parcel force in all UK mainlands. We hold an account with parcel force that offer a flexible time delivery (48 hours) and guaranteed service with an interested cost to include in the total cost.
- We may offer a delivery by our own staff depending on your location and the time at £0.40 Inc VAT/mile.
- Should you wish to use a faster or suitable delivery service, you may suggest us an appropriate shipping company to collect your order or to deliver your command in its local branch. This is far more flexible to satisfy your needs.



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4. Order/Payment

You may reach us via email, telephone, fax or “contact webpage form”.

You may use the attached order form in “Trade customers” webpage, complete it with your order and any specifications and return it signed by post, fax or email.

Your enquiry will be answered promptly by telephone, once a mutual decision is made to go further, a sales contract or sales invoice will be issued for a confirmation of your order by fax, email and post.

Payment may be made by:

- * Cheque payable to “Zilate Ltd.” to post to Zilate Ltd. 31, Ash Street, Ilkeston, DE78NS Ilkeston, Derbyshire, UK.
- * Postal order.
- * Bank transfer or equivalent: “BACS”: Acc Name: Zilate Ltd – Bank: Lloyds TSB bank plc- Address: 43, Iron gate, Derby- Sort code: 30-92-59- Acc No.: 3646179.
- * Credit/debit card over the phone.

5. Price

Prices and descriptions of all the items are correct at the time of the daily update.

All prices shown are in pounds sterling, no foreign currency or exchange rate affect our quotation, we do our best to keep our prices at same rate.

All prices include VAT at 17.5 %.

Our VAT registration number is: 870 3683 12.

Prices are subject to modification without notice.

We reserve the right to alter or remove, whenever, any product from the website.

All products are subject to availability, will notify you if your order comes just before our daily update.

We remain owner of our goods until full funds are cleared.

We reserve the right to refuse any order; this can be due to faulty approval payment, out of stock “options of exchange/replacement may take place” and price or description by mistake for any product.

We do not accept liability of any indemnity claimed for a delayed delivery.

6. Data Protection

We may use your name and address to enable us to provide you with an efficient after sales service. Your information may be passed on to select third party companies. However if you do not wish to be contacted , please write to Zilate Ltd, 31 Ash Street Ilkeston, Derbyshire, DE7 8NS.

Kind of information: your contact details.

Motive:

- Trait your order.
- Offer you the suitable service.

You are in the right to consent or refuse any information by email about a new product or promotion from us.

By emailing us, you can verify at any time the information that we have collected from you.

By purchasing any product from our company, you are agreeing to terms and conditions.

7. Complaints

If you have any complaint or comments, we can be reached via e mail info@zilate.co.uk or by telephone +44 (0)1158491183 or write to us at Zilate Ltd. 31, Ash Street, Ilkeston, Derbyshire, DE78NS, UK.



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