

General Conditions

This price list is valid as from 1st February 2023. It supersedes and replaces all previous price lists.

Images and descriptions in all catalogues and price lists are for reference only. Variations in structure and color may occur.

Bulo may change prices and/or change specifications of products and/or take products out of collection at any time.

Codes and prices are indicated in bold in this price list as a way of showing an example how to form codes and calculate prices.

Orders are accepted definitively as soon as they are confirmed in writing. Cancellations by the client are not accepted, barring certain exceptions agreed by Bulo in writing within 5 working days. An unpaid deposit invoice does not entitle the buyer to cancel (part of) the order.

Bulo is not responsible if delivered goods do not comply with whichever legal, technical and coordinative aspect laid down by the country or region in which the products have been installed. Whether or not goods comply to whichever local regulation is the sole responsibility of the buyer.

DELIVERY IN BELGIUM

For small spare parts that can be sent in an envelope or small package, a transport- and administration cost of 30 Euro will be charged for delivery in Belgium

For orders less than 2500 Euro net excl. VAT, a transport cost of 100 Euro excl. VAT, will be charged for delivery in Belgium.

Exterior hoist not included, contact us for a quotation.

DELIVERY OUTSIDE OF BELGIUM

For small spare parts that can be sent in an envelope or small package, a transport- and administration cost of 40 Euro will be charged for delivery in Belgium's neighbouring countries (excl. UK). For UK and other countries the shipment costs depend on the delivery address. Contact us for a shipment quotation.

For orders with delivery address outside of Belgium, transport is ex-works (incoterm). However, a delivery by Bulo is possible in which case the transport costs will be charged, based on volume and delivery address, with a minimum of 190 Euro, excl. VAT. Contact us for a shipment quotation.

When delivery ex-works, the liability for the goods is transferred from Bulo to the buyer from the moment the goods have left Bulo's warehouse. We advise ex-works customers to insure products during transport.

For delivery by Bulo to a warehouse, the client will provide a warehouse address that complies with the following conditions: easy access route and ample parking space for a truck with a 13,6 m long trailer. The truck will be without tailgate lift unless otherwise agreed by Bulo beforehand. A forklift truck has to be on site, as well as personnel to offload and take the goods inside. Installation and waste disposal are not included. Delivery during regular working hours.

Delivery to a private house always in consultation with Bulo beforehand, subject to an upcharge.

In case Bulo is requested to deliver to the UK or to Switzerland, Bulo can only offer transport on DAP basis (incoterm). Contact us for a shipment quotation.

UPHOLSTERY

Bulo carefully selected their standard materials and fabrics. If the customer wants to use materials outside of the standard collection, Bulo reserves the right to test COM or COL before accepting the order, and if not suited as upholstery to refuse the order. In case a sample chair or sofa needs to be produced to test the suitability of the COM or COL, this will be done in consultation with and after agreement of the client prior to production. The sample chair or sofa will be charged to the client.

With the use of COM or COL, even if Bulo accepted the order, there is no guarantee on the fabric or leather, its behavior on the chair or sofa after either short or long term use, nor on pilling or creasing. Our standard guarantee applies to the upholstered parts of the product only. Bulo can not be held responsible for the fact that light colors tend to get dirty rather quickly.

Leather is a precious and valuable product. No two are alike. A variety of markings like healed scars and abrasions may be visible and are not considered defects but rather add to the character of the piece, reflecting its history.

All leather will stretch and form comfort creases as a result of being sat on. The effect is called puddling. Puddling occurs from the initial use period and generally does not continue beyond this, as the amount of stretch is directly related to the amount of compression. Puddling is not a fault with the leather; rather it is a good indication of quality manufacturing as large pieces of leather are used. The creases do not diminish the quality of leather upholstered furniture. It is a natural process.

Climate affects fabric just as it does wood. Heat, cold, humidity and sunlight contribute to fabric instability.

Jewelry, silverware, even a sharp pencil can mark the upholstery. It's important to keep sharp objects away from your furniture.

External dyeing caused by products with insufficient color fastness such as jeans, cannot be avoided

WOOD IS A NATURAL MATERIAL

We point out that wood is a natural material.

In products where veneer or solid wood is applied it is therefore possible that there is variation in color and grain within one order with multiple products in the same veneer or solid wood, or even within one product.

Our veneer samples are made from another tree than the veneer for the final product. This means that the veneer for the final product can deviate in color and design from our veneer samples.

Under the influence of light a discoloration of the original (or natural) wood colour occurs (ask Bulo or your Bulo partner for explanation and advice). Extremely important for the condition of the wood is maintaining the relative humidity as constant as possible (approx. 60%) to avoid drying, and with it shrinking of the wood.

GUARANTEE

Bulo products are under guarantee for a 2 year period for manufacturing defaults following the date of delivery.

Each Bulo product has been manufactured with exceptionally high quality materials and with the greatest possible care. The product leaves the factory only after a thorough quality control. Should in spite of our control a material- or production fault occur, Bulo will exchange or repair the product or provide the necessary replacement parts, corresponding to the delivery conditions valid at the time the delivery of the product occurred.

This guarantee is valid on the sole condition that the care and maintenance instructions were correctly applied and the product was used in regular fashion. Defaults that occur due to injudicious use are exempt from the guarantee.

Appealing to the Bulo guarantee for manufacturing defaults is possible within the guarantee period that starts from the date of delivery to the first owner or at the latest from 30 days after delivery of the goods to the Bulo dealer.

Application on the guarantee can be directed either to Bulo or to your Bulo dealer, only on presentation of the invoice. Bulo or your Bulo dealer will take care of the complaint.

Specific exclusions :

- Excessive wear and tear is not covered by the guarantee.
- Damages occurred through improper use or incorrect maintenance are exempt from the guarantee.
- Indirect damages following a possible defect, such as loss of income, etc... are not covered by the guarantee.
- Repairs on the product or upholstery executed without written consent from Bulo are exempt from the guarantee.
- The guarantee does not apply on leather and fabric upholstery, gaslifts and castors, for which a 1 year guarantee applies.
- Materials that are not part of the standard Bulo collections, used on explicit instructions of the buyer, are not covered by the guarantee, amongst them COM and COL.
- Damage caused during onwards transport or improper storage of the product or damage caused by accident are exempt from the guarantee.
- Color variations. While every effort is made to ensure parity of color, Bulo can't guarantee an exact color match in any painted or wood finish or guarantee against commercial variance in fabrics, especially on repeat orders.
- Natural product changes, due to aging, exposure to light and naturally occurring markings, scarring and wrinkles in leather. These are not covered by the guarantee.
- Damage to a chair or sofa due to impact caused by the user is not covered by the guarantee.
- The use of an outdoor fabric doesn't make the entire chair suitable for outdoor use. Bulo only offers the SLL18 chair in an outdoor version. All other Bulo chairs used outdoors are not covered by the guarantee.

For products or parts that Bulo procures with third parties Bulo applies the same guarantee as the guarantee conditions that Bulo receives from the supplier, with a minimum of 12 months.

DAMAGED GOODS

Bulo guarantees that products are in impeccable condition when leaving the warehouse in Mechelen, Belgium.

Bulo guarantees an export-worthy packaging for normal transport conditions for road, sea and air freight by external forwarders. It is imperative that the condition of the packaging at receipt of the goods is photographed by the receiver and can be passed on to Bulo in case of damage to goods. Without photographs of the packaging prior to moving or unpacking, a claim about damaged goods will not be accepted.

Photographs of damaged goods taken after trans-shipment, after changing our packaging or after installation only will not be accepted in a claim, unless they are accompanied by visible proof that the damage occurred prior to the trans-shipment/changing our packaging/installation.

Visible transport damage or loss MUST be noted on the carrier's CMR consignment note. This must be reported to the carrier and to Bulo in writing within 24 hours following the delivery, accompanied by photographs taken at the moment of delivery as described above and a copy of the CMR consignment note.

In case of visible transport damage, the goods need to be inspected immediately to determine whether there is damage to the goods. Damage to goods inside visibly damaged packaging needs to be reported to Bulo within 48 hours after receipt of the goods, accompanied by at least 1 detailed photograph of each damage, at least 1 photograph of the entire product and the photographs taken at the moment of delivery as described above.

Damage to goods inside undamaged packaging needs to be reported to Bulo within 7 calendar days after receipt of the goods, accompanied by at least 1 detailed photograph of each damage, 1 photograph of the entire product and photographs taken at the moment of delivery as described above.

RETURN OF GOODS

Returned goods are not accepted unless the sender has received written consent and despatch instructions from Bulo.

PCON

In case of a price anomaly between pCon and this price list, it's the price in this price list that is valid and that will be charged.

In case of a finish anomaly between pCon and this price list, it's only the products and their finishes as described in this price list that are available. It is possible that a finish, dimension or entire product featured in pCon can not be purchased anymore.

WEBSHOP

Prices on our webshop may deviate from the prices in this price list. Only orders placed through our webshop can be purchased at webshop prices.



HEADQUARTERS

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