

Placing an Order – PELI Glass Products B.V.

 peliglass.eu/placing-an-order/

Orders may be placed via the **webshop** or via email (mail@peliglass.eu) or telephone. PELI Glass General Conditions are applicable to all offers and orders. Please order by item number (where applicable), name and quantity. Clients are responsible for providing a complete and correct shipping address with telephone number. Delivery time is usually within 2-10 business days of order confirmation. If delivery time is expected to take longer you will be notified as soon as possible.

Transport / VAT

Transport charges are added to all orders unless they are picked up in Voorburg, NL. VAT charges will be added to the invoice if the client is in Europe, unless the client is a registered business in Europe but outside the Netherlands.

Payment

Orders are normally accepted prepaid. Your payment secures your order. Payment may be done via bank transfer or PayPal. You can use your credit card to pay PayPal. There are no financial transaction costs for the client with PayPal (all costs will be for PELI Glass).

Info for bank transfers:

PELI Glass IBAN: NL23RABO0105240664

Rabobank: 1052.40.664

SWIFT-code (BIC-code): RABONL2U

Bank address:

Rabobank

Croeselaan 18

3521 CB Utrecht, Netherlands

Lead Came

Lead profile usually ships from PELI Glass in Voorburg, NL. Delivery time is normally within 2-5 days of order confirmation. Some orders may be shipped directly from the manufacturer in the UK. PELI Glass does not provide lead came directly to UK-Ireland customers but we can provide information over where it is available. Any special offers regarding lead came are not valid in the UK and Ireland.

Paints

All paints are shipped in powder form unless otherwise specified. These products may contain lead, cadmium or other substances harmful to health. Consult the Material Safety Data Sheets available at www.peliglass.eu (or on request) before handling products and

use appropriate protective equipment.

Special orders (specific color matches, color ground in oil) are possible, minimum quantities will apply.

Glass

Glass is normally shipped directly from the factory to the client. Packing, transport and energy costs are added to the order. Delivery time is normally within 5-10 days of order confirmation.

All glass cases from Saint-Just have a “tilt watch” indicator on the side that must be inspected upon receipt of the glass. If there are visible damages to the case(s) or if the tilt watch is red at the time of delivery the customer has the obligation to make written remarks on the delivery bill.

Consulting

We will work with you on your special projects such as public artworks, slumping, fusing. [Contact us](#) for details.

Claims

All goods are packed with the utmost care. All shipments contain an invoice or packing list which corresponds to the contents of the package. Claims must be made within 14 days of receipt of goods. Special orders are not returnable.

Any recommendations provided by PELI Glass Products regarding the use, properties or qualities of our products are believed reliable, but final results will depend on how the products are used by clients. Colors in the brochures are an indication only, individual experience may vary. Colors seen will depend on printing and viewing equipment.

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