

Return Policy

Our Return Policy was last updated on the 14th of February 2022.

Thank you for shopping at www.utulamps.com. If, for any reason, you are not completely satisfied with a purchase we invite you to review our policy on returns.

Canceling

Your order can be canceled within 3 days of it being placed.

ORDER AMENDMENTS

Company begins production shortly after orders are placed. Therefore, we are only able to change your order if manufacturing has not already started. Once your order has been confirmed, any request for subsequent changes must be sent in writing. No guarantee can be given that the requested change can be made. Any approved amendments will incur additional costs.

LEAD TIMES

We will provide you with an estimated delivery time upon placement of your order. Please note that these are subject to change. During times of high demand and or holidays, delivery times may increase.

SHIPPING, DELIVERY AND DAMAGES

Before ordering from us, it is your responsibility to check and determine your full ability to receive the products ordered. Transit times are beyond our control. The freight charge covers a single delivery at ground level during normal weekday delivery hours. Any shipments returned as a result of buyer's unexcused delay or failure to accept delivery will require the buyer to pay all additional costs incurred, including storage fees.

Condition of goods must be verified upon arrival. If the deliverer does not wait for the inspection of goods, this should also be clearly written in the delivery note as "under reserve – not verified. Driver did not wait for verification". This note on the delivery document is critical, without this procedure the insurance company will not pay for the damaged goods.

Any claim must be submitted with photographic evidence of the damages by email to claudia@mambofactory.pt, within 24h after goods have been received.

Packages of goods must also be kept for claim purposes.

Returns

Our lamps are made to order, specifically for you, returns are only accepted under our warrant policy.

WARRANTY POLICY

Utu Lamps provides a limited warranty of 1 year for contract use and 3 years for residential use of its products, to the original purchaser, against defects in material and workmanship. This warranty does not cover second purchasers of the products nor distressed products by display use or display samples.

Not covered in the warranty are:

Colour and finishing variations are natural and are not defects but characteristics; slight colour variations on fabrics and lacquered metal are also possible and are not defects.

Differences in sizes (vary from 0,5-3cm) which are not defects but features of our handmade processes.

This warranty applies under conditions of normal use and excludes damage caused by misuse, or those resulting from fading caused by exposure to excess light (pieces should be protected of direct sunlight), soiling, improper cleaning, abnormal use or accident.

Defective goods must be returned to our warehouse for analysis and should be packed effectively. Any costs for packing and shipping are not covered under this warranty. Any damage resulting from negligent packing or transport back to our warehouse will not be covered by this warranty.

To obtain proper service under this warranty, the original purchase receipt must be presented. This guarantee does not apply to:

Failure to follow product care instructions as advised by Utu Lamps;

Damage caused by a carrier other than Utu Lamps's Forwarder;

- Normal wear and tear or acts or omissions of parties other than Utu Lamps (including user modification);
- Products not installed following instructions or damaged by careless removal of packaging;
- Dramatic temperature variations or exposure to unusual conditions;