

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.

Returns of Ready to Ship Products

You have the right to return for any reason any Products you purchased, within 14 (fourteen) days after delivery of the Products.

In the event of a Product return, we will refund the payment for the product, after receipt and inspection of the returned product. Provided that the product hasn't been unpacked - the package and product must be in original condition. Shipping costs are not refunded. A restocking fee of 10% of the item price applies to all returns.

The cost to send back the product will be borne by the client.

After the product is received and inspected for damages, and if no damage exists and the piece and packaging are in perfect state, then the credit for the price of the product is issued.

Return Procedure for Ready to Ship Products

1. Send an email to joana@mambofactory.pt with your Order Confirmation number and the reason why you want to return the Product. You should clearly state in the subject of your email that you want to return the Product by stating RETURN ORDER NUMBER [___].
2. In order to comply with the return period, it is sufficient to send the communication concerning the exercise of the right of return before the expiry of the return period. Upon receipt of the return request, the Company will notify you by email of an acknowledgement of receipt.



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3. After confirmation, you shall return the Products to the Company without undue delay and in any case within fourteen (14) days from the day on which you notified the Company of your intention to return the Products. The deadline is deemed to have been met if you return the Products within the above timeframe at the following address:

Mambo Factory, LDA
Rua de Marvila 49c
1950-197 Lisboa

The costs of returning Products are your responsibility. The Company will refund you once the Products are received at the abovementioned addresses and we have determined that all the return conditions set forth herein have been met.

Returns of Made to Order Products

Please note that the company will not accept returns of made to order products since these items have been customized accordingly to your personal preferences.

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;