

TERMS AND CONDITIONS

General Sales Terms and Conditions in Mexico

Purchases and Payments

Prices are in Mexican pesos and include VAT.

For online sales, 100% payment is required to complete the purchase. Payment is made through the website by credit card, debit card or Paypal.

For direct sales we require 60% down payment and 40% upon delivery. Payment methods are: deposits, transfers, credit card payments, debit card payments, Paypal or cash payments. For cash payments it is necessary to go directly to the Comité de Proyectos offices. Checks are not accepted.

Before making your payment please review the order, delivery time, materials and measurements since once the payment is made, the quotation is considered as approved. We do not accept cancellations, changes, refunds or returns.

Any discount will only be valid during the dates indicated by the Comité de Proyectos and is applied through coupons, which are not cumulative.

To generate a quotation we request the following information:

- * Full name of the person or company.*
- * Contact e-mail*
- * Phone number*
- * Website, IG or FB*
- * Name and location of the project*

The modifications of the line parts will have an additional cost for design fee, equivalent to 15-20% of the value of the original part depending on the complexity of the project, which must be covered 100% in order to make the modification that includes 3D model, visualizations, new drawings and quotation of the new version.

Invoicing

If you require an invoice, the billing information must be sent at the time of payment or no later than the 28th day of the current month, otherwise the invoice will not be issued. If you make a purchase in the last days of the month, it is essential that you provide the billing information along with your payment receipt immediately, otherwise the invoice will be issued with a generic RFC.

In case of not mentioning the CFDI it will be invoiced as G03.

Invoices from previous months cannot be cancelled.

Companies in Mexico - Invoices may only be issued in the name of the company, the physical or legal representative or the holder of the bank account where the payment is made, without exceptions.

Pre-Payment Invoices - Yes we can generate invoices prior to payment as long as the payment is made within 7 days, in case of not receiving it the invoice will be automatically cancelled.

The invoice will be issued in the name of the person or company making the payment with no exceptions.

Commercial Discounts

We offer discounts to architects and interior designers on line products or modified line products only. These discounts are not applicable for furniture outside our catalog. Such discount is subject to the approval of the Comité de Proyectos team.

The discount may be transferred to the end customer only if requested in writing by the architect or interior designer.

We reserve the right to withdraw this discount at any time and under any circumstances.

Delivery and Shipping

The delivery time is 5-6 weeks and the manufacturing time starts when we receive the proof of payment.

For urgent orders it is necessary to confirm with the production area price to define a delivery date and an urgency charge equivalent to 12% of the total price quoted will be charged.

Estimates include home delivery within the CDMX and Metropolitan Area. Delivery only at street level. This delivery is valid up to 3 tons in one trip. If the delivery exceeds 3 tons, Comité de Proyectos will indicate to the client and will review the possibility of shipping in parts or generate a quote for a single shipment in another type of transport, these options may generate an additional cost. In case of accepting the deferred shipment, Comité de Proyectos reserves the right to organize the logistics of such shipments (TO BE CONFIRMED WITH SUPPLIERS).

Furniture overhangs are not included. Ensuring access to the pieces at the client's home is the responsibility of the client unless otherwise specified.

For deliveries within the Mexican Republic, Comité de Proyectos will provide a maximum of two shipping options. The service provided by the couriers is completely external and does not depend on us, Comité de Proyectos is only an intermediary. Any damage during the shipment must be reported within 2 working days in order to raise the report and support the client with the claim process. Shipping prices have a validity which is indicated in the quotation, after this we are not responsible for any change.

Any damage to the packaging that is visible at the time of delivery must be detailed in the courier's document upon receipt of the goods. The customer must also report to the Comité de Proyectos with photographic evidence within 24 hours at the latest. If the boxes arrive visibly damaged, the customer may not accept the goods.

Any damage to the finish or appearance of the products must be reported within 3 days of receipt of the furniture. Any damage due to manufacturing defects and under warranty must be reported within the first 12 months. To validate this process, the warranty protocol must be followed.

**See Warranty Protocol below.*

Shipping prices do not include local taxes or extra charges that may be generated and must be covered in full by the customer.

If the client decides to make the shipment through another company not proposed by Comité de Proyectos, this must be arranged and managed entirely by the client. Comité de Proyectos will not be responsible for any loss or damage that may occur during shipment.

It is necessary that the client, the distributor and/or his representative be present at the moment of delivery in order to sign the document of receipt, otherwise Comité de Proyectos will not be responsible for any damage during shipping and handling.

Storage fees

Due to space limitations storage cannot be provided for more than 2 weeks from completion and notification of order completion. In the event that there is a delay of more than 2 weeks for receipt of our products, a storage quote will be generated and the final amount of the quote will be based on the volume of the purchase. If orders are not paid in full within 3 months of completion, Comité de Proyectos reserves the right to retain the products and consider the order cancelled without refund.

Exchanges, Refunds and Returns

Once the order has been placed, we do not accept exchanges, refunds or returns, except for manufacturing defects.

In the event of a manufacturing defect in any of our products, Comité de Proyectos will be responsible for the total or partial repair of the furniture as long as the Warranty Protocol is followed.

**See below*

Warranty Protocol

The warranty is valid for 12 months from the date of delivery and is valid only for manufacturing defects.

In case the product shows manufacturing damage, please notify directly to ventas@comitedeproyectos.mx and/or call 5624454210.

In order for the warranty process to be valid, it is required to report the damage to the Project Committee, which will provide the customer with a form that must be filled out including photographic and/or video evidence. This material will be reviewed by the team for validation.

Sometimes site visits are necessary to assess the damage, if so, the customer is notified to coordinate the visit.

The repair or replacement time may vary depending on the complexity and the client will be notified at the end of the report evaluation.

Care of the materials

The pieces of our line were designed for indoor or covered outdoor use. In case if they will be used outdoors, we ask you to let us know so we can help you with a quotation for plastic covers. Our warranty does not cover wear and tear caused by direct contact with water and sun. Contact us if you are interested in quoting with us the manufacture of for any of your Comité furniture.

Woods

The finish we use for our woods is Rubio Monocoat Oil 2C Pure. To clean the pieces we recommend rubbing gently with a dry cloth to remove dust or lightly dampened or lightly dampened with water for stains from coffee, tea or other substances.

It is important not to use abrasive liquids or abrasive liquids. Blond Monocoat has a variety of items for cleaning and maintenance of furniture, visit their visit their website for more information.

There are variables that can accelerate the aging process such as the sun, frequency of cleaning and others; we recommend that if your piece begins to lose the coating If your piece starts to lose its coating, we recommend you to contact us for support. Wood, being a natural material, can vary considerably in tone.

Stone and terrazzo

We deliver the stone pieces previously sealed so that they do not absorb liquids and stains are and stains are formed, however, in case of any accident, we will try to clean it at the accident occurs, try to clean it at the moment. To give maintenance to your stone we recommend you not to use abrasive liquids, just clean with a damp cloth and water. with water.

Metals

Metals are coated with electrostatic paint and for their cleaning it is necessary to use a damp cloth with water or necessary to use a damp cloth with water or alcohol, preferably white and lint-free. lint-free, then use a dry cloth to remove excess moisture, as this can cause corrosion of the metal and damage to the paint. corrosion of the metal and damage to the paint. Do not use abrasive liquids or solvents solvents such as acetone, thinner, acids, bleaches, etc. We also recommend that if your We also recommend that if your piece starts to lose the coating, please contact us for support.

Upholstery and Leathers

The upholstery we use is recommended for residential and interior use, unless a certified material is unless the use of a certified material is specified. For the cleaning cleaning is recommended to be carried out by a specialist. some of the fabrics we use are for dry cleaning and others for washing in a normal washing machine. contact us to know the care of the fabric of the furniture that you have purchased. purchased. The loose cushioning needs to be periodically molded by hitting with both hands from the center to the lateral ends and corners, this is to prolong for a longer time its initial appearance. In the case of leather cleaning it is very important not to use abrasive fibers or liquids and solvents. A damp cloth with water and then a dry one is enough. Factors such as direct sunlight or being near air conditioning or heating can cause the leather to crack or discolor. The shade of fabrics and leathers we use may vary depending on the lot or batch of the same.

Glass

The glass we use is tempered, a treatment that makes it resistant to impacts, so if it breaks, the warranty will only be valid if it occurs during the installation or delivery of the furniture in the hands of our staff. For the cleaning and maintenance of the glass it is essential not to use fibers or commercial cleaning liquids, since these can scratch, dull and remove the tempering treatment of the glass. It is advisable to use a soft, lint-free cloth dampened with water or isopropyl alcohol.

Natural fiber fabrics

We recommend that natural fibers such as liana or palm always be kept in a cool, dry place. in a cool and dry place, excess humidity and lack of ventilation can lead to the deterioration of these deterioration of these materials.

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