

Shipping Information

Mad Atelier offers customers from around the world a self-checkout service for products listed on our online webstore.

Mad Atelier packs and ships in-stock orders within 3 business days of purchase – usually same day but no packages are mailed on Saturday or Sunday. All lead times shown through the website are estimates through third party shipping company Royal Mail and DHL, and Mad Atelier is not responsible for any delays.

For customers who live outside of EU, Mad Atelier is not responsible for any import taxes or duties imposed by the country of import. All cross-border duties and taxes are the responsibility of the customer.

Your orders should be delivered to your front door on a date estimated by the trackable service of Royal Mail, DHL or the transport service company used - you will be provided with this information once the items are shipped although we're unfortunately unable to give you an exact delivery time slot.

Made to Order

All goods subject to a lead time due to production are considered 'made to order'. All Goods that are 'made to order' are labelled as such on our website. Note that even if the goods are not labelled as 'made to order', customers need to check with Mad Atelier stock availability.

Deposit

Made to order pieces that are ordered in the showroom or online require a 100% paid deposit upon order. The deposit is non-refundable.

Lead Time

Lead times for made to order pieces can vary, a standard estimate ranges between 6–8 weeks, please ask your sales representative for lead times on specific items. Mad Atelier is not responsible for any delays in production, shipment or customs.

Variations

Upholstered items and carpets are produced in different dye cycles, which means the same sofa in the same upholstery can be visually different. Materials such as wood, marble or concrete may have natural inconsistencies in grain or pattern. Mad Atelier is not responsible for textile and natural variations.

Delivery Furniture items ordered through the website are delivered via Royal Mail, DHL or another transport service company. If you require alternative forms of delivery please contact your sales representative to discuss options and pricing.

You may pick up your product from our shop in London or, can choose the convenience of purchasing our professional delivery services (if available in your area).

A holding fee of £50 per week will be applied for orders held over 7 days. Holding fees must be collected before scheduling delivery.

When you order several items, some may be available sooner than others. You can call to arrange pick up or delivery of partial orders, but additional delivery fees will apply.

When picking up product from our store, our team will be happy to help you load the product into your vehicle. You are responsible for securing it for safe delivery to your home.

Overview

This website is operated by Mad Atelier Ltd. Throughout the site, the terms “we”, “us” and “our” refer to Mad Atelier. Mad Atelier offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/ or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Online Store Terms

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws).

You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your Services

General Conditions

We reserve the right to refuse service to anyone for any reason at any time.

You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

Accuracy, Completeness and Timeliness of Information

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

Modifications to the Service and Prices

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

Products or Services

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colours and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any colour will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

Returns or Exchanges, standard items

Following receipt of your written notice confirming your right to cancel, the Goods must be returned unused, and in a fully resalable condition in their original packaging without undue delay and in all circumstances no later than 14 days after the day you have informed us of your decision to cancel. Please also provide your Order reference when returning Goods. Goods are returned at the cost of the customer.

Goods made to order

All goods subject to a lead time due to production are considered 'made to order'. All Goods that are 'made to order' are clearly labelled as such on our website. Goods that are clearly labelled 'made to order' are excluded from our standard cancellation policy and therefore we will not ordinarily be able to change such orders, make a refund or exchange any 'made to order' item and therefore you should only place your Order if you are sure that the item and finish is right for your needs. This does not affect your statutory rights.