

OUR GREAT

DELIVERY CONDITIONS

EU

NO MINIMUM ORDER
SHIPPING WITHIN 1-2 WORKING DAYS
DROPSHIPMENT ALL OVER EU
DROPSHIPMENT FEE: 5€

UK

NO MINIMUM ORDER
DELIVERY BETWEEN 10-15 WORKING DAYS
INVOICING IN GBP
DROPSHIPMENT ALL OVER EU
DROPSHIPMENT FEE +/- £5.00 *

* Amount will be calculated from €5,00 to GBP in the rate of that time



A tree is planted for each lamp you buy

DELIVERY RATES

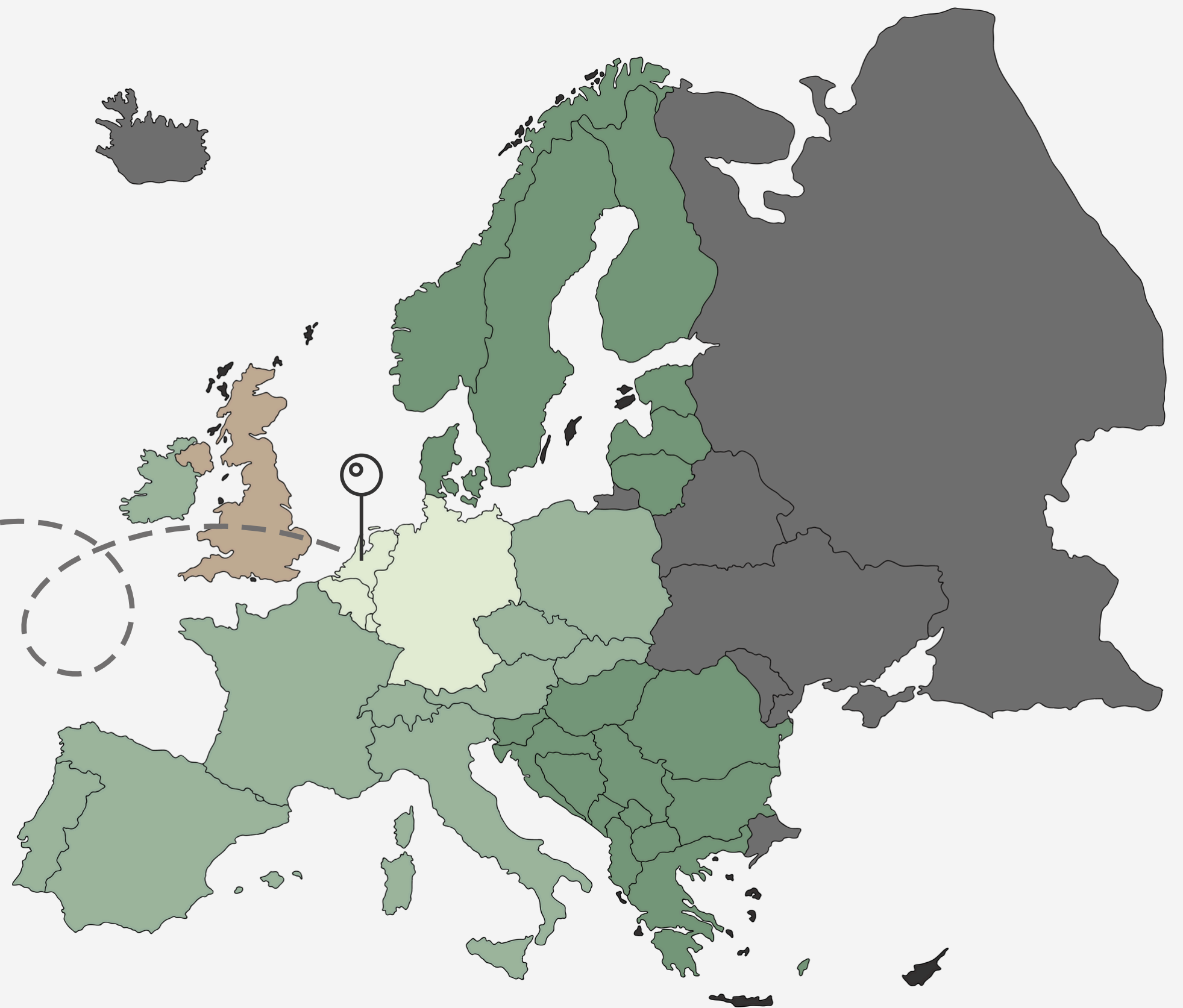
- 12% SHIPPING COSTS | CARRIAGE PAID FROM 500 €
- 12% SHIPPING COSTS | CARRIAGE PAID FROM 1.500 €
- 17% SHIPPING COSTS | CARRIAGE PAID FROM 5.000 €
- 12% SHIPPING COSTS | CARRIAGE PAID FROM 1000 £
- EX-WORKS | MINIMUM ORDER 2.500 €
- FREIGHT COST UPON REQUEST

- Countries outside of EU will be invoiced with an export fee on top of the delivery fee. Norway & Switzerland: € 40. For other countries please contact your agent.
- For islands, the above costs apply only to small shipments. Once they become pallets, freight costs are available upon request.

HEADQUARTERS

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FAQ



PAYMENT METHODS

We recommend opting for SEPA direct debit payments for countries where the currency is either EUR or GBP.

WHAT IS SEPA?

We create your invoice the day after we send out the goods. We withdraw the invoice amount from your bank account either within:

- 7 days after invoicing, with 2% discount
- 30 days net

With this payment method, you do not have to worry about making the payment on time. We schedule it for you.

OTHER PAYMENTS

If you prefer not to use SEPA or not able to, we offer the following alternative payment options.

a) Proforma invoice

You transfer the total amount of the invoice on our account before delivery. It is your responsibility to pay the invoice once received per email, we will keep the items reserved for you for 2 weeks. After that period of time, we might use the stock for other orders.

b) Credit card

We will send you a link for an online payment, where you can fill in your Credit Card details yourself.

We also offer a 21-day net payment option.

All invoices are sent by email.

DELIVERY TIME | EU

You can usually expect your order to be shipped a.s.a.p. (within 1-2 working days) after placing an order. This will of course depend on product availability and shipping method. On the day of shipment, you will receive a track&trace code to follow your order.

DELIVERY TIME | UK

In response to Brexit, we've changed our shipping process to the UK to ensure the best service at the best price, with minimal delays. We collect all UK orders weekly and transport them via truck to a local warehouse. From there, the UK warehouse handles labeling and send it to your doorstep. Your order arrives within 10-15 working days. We'll provide tracking details once your package departs from the UK warehouse.

DROPSHIPMENT

With dropshipping, you only need to showcase a showroom model in your store. When you make a sale, we ship the product directly to your customer's doorstep within the EU and UK. No stock needed anymore. Orders received before 2 PM are shipped the same day. You can easily place these orders through our B2B webshop. Check page 2 for which freight cost and ETA applies to your customer. For this exceptional service, we charge an extra fee of 5€ per shipment.

EX-WORKS

With Ex-Works, you take charge of transportation arrangements. Upon confirmation, we email you all necessary details: dimensions, weight, packing slip, and export invoice. With this information in hand, you can organize transportation accordingly. We ensure your order is packed in our warehouse, ready for shipment. Kindly inform us when your transporter arrives for order pickup.

WEBSHOP

We highly recommend placing orders through our webshop. This ensures a faster process and provides you with a better overview of your orders, including their status updates.

If you've forgotten your password, simply visit our [webshop page](#) and click on "Forgot password? Click here" to request a new one. If you're unsure which email address you used, please send us an email, and we'll inform you of the email address associated with your login.

CATALOGS & PRICELISTS

The complete pricelists for both it's about RoMi and GOOD&MOJO collections are available on our webshop. You can download the pricelist and save it for your own use. Catalogs are available in a digital version.

PRESS QUERIES

We have three types of photos: the product itself, in a setting and details. You are always welcome to ask for all pictures, along with the name of the lamp and also additional information about the brand.

Send your request to:

it's about RoMi: hello@itsaboutromi.nl

GOOD&MOJO: hello@goodandmojo.nl

CUSTOMER CARE

You can send your queries/claims to hello@itsaboutromi.nl with:

1. the item code(s)
2. detailed photos of the damaged part and the product as a whole
3. the production number (this can be found on the stickers of the packaging)

CLAIMS

As It's About RoMi is concerned about environmental issues, we try to solve most of the claims by replacing parts. If it is not possible to replace a part, we will advise the best suitable solution.

RETURN POLICY

Due to our commitment to sustainability, we do not accept returns. For questions or help, you can always contact us.

GENERAL SALES & DELIVERY CONDITIONS



1. Quotations/agreement

1.1 All quotations shall be without commitment.

1.2 An agreement shall be established after written confirmation of a given order by it's about RoMi B.V. or by the actual implementation of this.

2. Price/payment/securities

2.1 The price stated shall be net, i.e. it does not include VAT or (freight) costs.

2.2 It's about RoMi B.V. shall retain the right to increase prices unless the purchaser has already received an order confirmation.

2.3 Payment shall be according payment condition as agreed between purchaser and it's about RoMi B.V., as stated on front side of invoice. Payment discount shall be deducted from the net price within the agreed payment term.

2.4 The purchaser shall not be able to offset amounts. Payments shall be used first of all to settle interest and costs.

2.5 If payment is not made on time, statutory interest shall be owed from the invoice due date. EUR 50,00 in administration costs shall also be owed. If it's about RoMi B.V. has to hand over the debt for collection, the purchaser shall be obliged to pay all the out-of-court and judicial costs incurred by it's about RoMi B.V. Judicial costs are taken to mean all the costs relating to legal assistance, including the full costs of instigating proceedings.

2.6 The purchaser shall at all times be obliged, at it's about RoMi B.V.'s first request, to provide a security relating to its compliance with its obligations.

2.7 It's about RoMi B.V. shall be entitled to suspend its obligation to supply, if the purchaser fails to comply with any obligation towards it.

2.8 It's about RoMi B.V. shall be entitled to dissolve the agreement without a previous letter of formal notice or a letter of reminder, if the purchaser fails to meet any obligation or fails to meet this on time.

3. Delivery/conditions/deadlines

3.1 Delivery shall be exclusively cash on delivery or by collection, unless otherwise agreed. 3.2 Delivery free at the Dutch border in the case of a net goods value upwards of EUR 500,00.

3.3 The delivery time stated, as referred to in an order confirmation from it's about RoMi B.V., may be exceeded, without it being possible for the order to be cancelled by the purchaser, unless otherwise agreed in writing.

3.4 It's about RoMi B.V. may deliver earlier than agreed and in parts. If part-deliveries are not paid for on time by invoice, further deliveries may be suspended by it's about RoMi B.V. or it's about RoMi B.V. may dissolve the agreement for the remaining part.

3.5 Slight deviations in colour, printing, quality, finishing or amount shall be permitted.

3.6 It's about RoMi B.V. shall be entitled, until the time that the delivery of the goods has taken place, to cancel the agreement by written notification without the purchaser being entitled to compensation for damage.

3.7 If the purchaser cancels the order and the goods have already been prepared by it's about RoMi B.V. EUR 50,00 cancellation/administration costs shall be charged.

4. Consignment

4.1 The costs of transport and insurance of consigned goods shall be for the account of the consignee.

4.2 If consigned goods are damaged, it's about RoMi B.V. shall decide whether the consignee should pay for the damage or purchase the damaged goods at the price that they would cost in an undamaged condition.

5. Claims because of defects/returns

5.1 The purchaser shall be obliged to check the goods immediately for quantity and defects. If the goods do not meet the agreed requirements, the purchaser shall announce this in writing at the latest within eight days of the actual delivery of the goods. Claims made later than eight days after the delivery shall not need to be dealt with.

5.2 It's about RoMi B.V. shall take back goods that have been delivered for which a claim has been made only after consultation. The goods shall be returned in the original packaging and shall not have been damaged, used intensively or (partially) processed by the purchaser.

5.3 It's about RoMi B.V. shall be able to repair defects in delivered goods within a reasonable deadline and shall be free to choose whether to redeliver these or to replace them with others or to credit the amount.

6. Reservation of ownership

6.1 Ownership of the goods supplied by it's about RoMi B.V. shall be transferred to the purchaser/substituting third party only once this person has met all its obligations towards it's about RoMi B.V. of whatever kind.

7. Force majeure/liability

7.1 It's about RoMi B.V. shall never be liable for damage, including lost profit that arises from the non-compliance, incomplete compliance or late compliance with its obligations, if it is not able to do this as a result of force majeure. Force majeure is also understood to mean measures imposed by the State (quotas, export bans etc.) and the event that a supplier does not supply to it's about RoMi B.V. or does not supply on time.

7.2 If the goods demonstrate a defect or are not delivered or are not delivered on time, it's about RoMi B.V. shall be liable for the damage caused as a result of this up to a maximum of the net invoice value of the goods concerned.

7.3 It's about RoMi B.V. shall never be liable for damage that arises as a result of improper use of the goods it has supplied. The purchaser shall be obliged to indemnify it's about RoMi B.V. against claims by third parties regarding defects in the goods supplied by it's about RoMi B.V. and the purchaser shall be obliged to take out insurance regarding this obligation.

8. Other stipulations

8.1 If in other transactions with the purchaser there have been deviations from these conditions, the purchaser shall not be entitled to derive any rights from these conditions unless the deviation has been recorded in writing.

8.2 The agreement shall be subject to Dutch law. The district court in Amsterdam shall have the jurisdiction to hear the case.