

GREAT DELIVERY CONDITIONS

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

Agents & Distributors

for both brands

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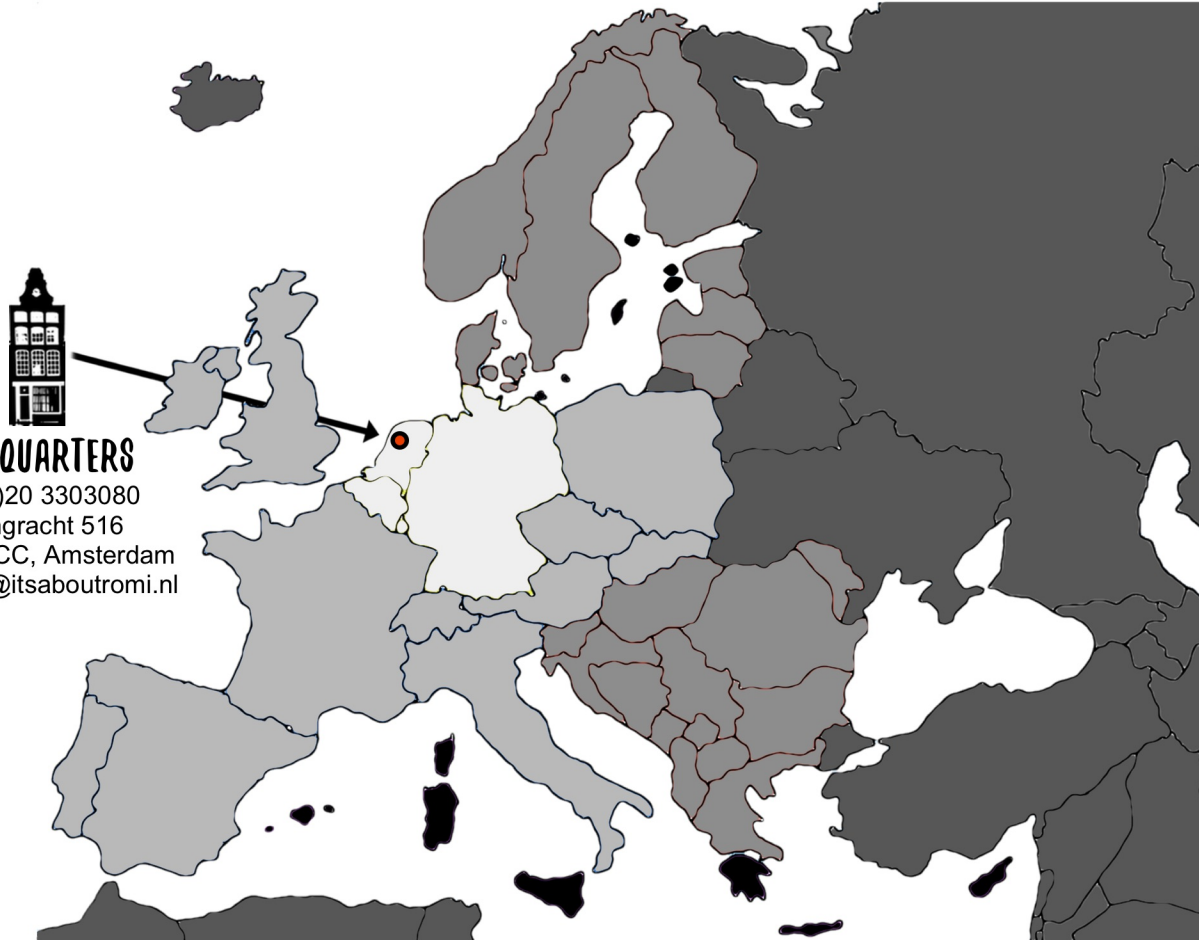
SWITZERLAND

Team Trade

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- FREE DELIVERY FROM 500€ - OTHERWISE 10% FREIGHT
- FREE DELIVERY FROM 1.500€ - OTHERWISE 10% FREIGHT
- FREE DELIVERY FROM 5.000€ - OTHERWISE 15% FREIGHT
- EX-WORKS - MIN. ORDER 2.500€
- FREIGHT COST UPON REQUEST

A TREE IS PLANTED FOR EACH LAMP YOU BUY

HEADQUARTERS
T +31(0)20 3303080
A Herengracht 516
1017 CC, Amsterdam
E hello@itsaboutromi.nl

Frequently Asked Questions

PAYMENT METHODS

We advise the **SEPA direct debit payment** for the following countries:

Austria / Belgium / Denmark / Finland / France / Germany / Great Britain / Luxembourg / Netherlands / Norway / Sweden / Switzerland (Euro account only)

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:

1. 7 days after invoicing, with 2% discount
2. 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

For the other countries the payment methods are:

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 another order.

b) Credit card

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

All invoices are sent by e-mail.

DELIVERY TIME

You can usually expect your order to be shipped asap (within **2 working days**) after placing an order. This will of course depend on product availability.

On the day of shipment, you will receive a **track&trace number** to follow your delivery.

DROPSHIPMENT

Dropshipment means you only have to display a showroom model in your shop.

If you sell it, we send it directly to your customer's door! So no stock in the shop needed anymore. We ship the order same day before 3PM.

Check on the other side which freight cost and ETA applies to your customer. For this amazing service, **we charge an extra fee of 5€ per shipment.**

WEBSHOP

If you have lost your password, go to our webshop page and ask for a new by clicking on **'forgot password ? Click here'**.

If you do not remember which email address you used, send us an email and we will inform you of which email address has been used as 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.

it's about RoMi: send your request at hello@itsaboutromi.nl

GOOD&MOJO: send your request at 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 of the packaging sticker)

RETURN POLICY

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.

Products will not be returned and we suggest you give them to goodwill associations.

LOGISTICS

Planned deliveries: We will charge a fee of 100€ for each purchase order (PO) that requires a planned delivery (time slot). Backorders do not apply.

Deliveries outside EU

We will charge a document fee for each shipment going to the following countries: United Kingdom (15€) / Norway, Switzerland (45€) / San Marino (67,5€).