

## Shipping Policy

At The Closets International, we strive to deliver your custom-made furniture in a timely and efficient manner. Please read our shipping policy carefully to understand the process and timelines associated with delivering and installing your order.

### 1. Delivery Timeline

- Our custom-made furniture requires careful crafting and quality control. Typically, the delivery and installation of your furniture will occur approximately **60 days** after the sales agreement is signed. This timeline may vary based on the complexity of the order, material availability, and current production schedules.

### 2. Factors Affecting Delivery Time

- **Supplier Delays:** We work with trusted suppliers to source specialized materials and finishes. However, The Closets International is not responsible for any delays caused by third-party suppliers. We will keep you informed of any unexpected delays from our suppliers that may affect your delivery date.
- **Customer Modifications:** Any changes requested by the customer after the sales agreement is signed may result in adjustments to the production timeline. Such modifications can delay the original estimated delivery date, and any additional costs incurred due to these changes will be the customer's responsibility.

### 3. Delivery Process

- Once your order is ready, we will contact you to schedule a delivery and installation date. Our professional team will deliver and install the furniture at your location, ensuring a seamless experience.
- All deliveries will be made to the address provided in the sales agreement. Any changes to the delivery address must be communicated in writing at least 7 days before the scheduled delivery date.

### 4. Delivery Charges

- Delivery and installation charges will be included in the total price quoted at the time of the order. Any additional charges, such as for difficult access or special delivery requirements, will be communicated in advance.

### 5. Customer Responsibilities

- It is the customer's responsibility to ensure that the delivery site is prepared and accessible for installation on the scheduled date. This includes clearing the space where the furniture will be installed and providing access to elevators, staircases, or entryways.
- If our team is unable to complete the delivery due to site inaccessibility or other customer-related issues, additional delivery fees may apply.

### 6. Force Majeure

- The Closets International is not liable for any delays in delivery or installation caused by unforeseen events beyond our control, such as natural disasters, strikes, or other force majeure events.

## **7. Contact Us**

If you have any questions about your order's delivery or need to make changes to your delivery information, please contact our customer service team at [info@the-closets.com](mailto:info@the-closets.com) Tel. (+973) 17555095.