

Delivery Terms

The shipping fee is clearly stated in the order confirmation or quotation.
Deliveries to less accessible locations, islands, and countries outside Europe are shipped Ex Works (EXW).

1. Damages

All damage during transport must be reported directly to the freight company upon arrival.

If there are any signs of damage or theft, has anyone opened the products, or is any package missing? Take pictures of the damaged packaging and note the damages with the driver delivering the products.

2. Incorrect Delivery

If Classic Collection has delivered the wrong product or the wrong amount, please contact us without delay for an additional delivery.

3. How to Place an Order

Orders can be placed by emailing order@classiccollection.se or directly through your designated sales agent in your region.

Please note that we do not accept exchanges or returns.

4. Payment Terms

30 days. Default interest is charged at 20%, and a €6 reminder fee will apply after the due date.

We require advance payment for new customers.

5. Period of Validity

All prices are valid until further notice. Prices are valid under normal conditions.

In cases of extreme changes in exchange rates or raw material prices, we reserve the right to adjust the prices. All prices are unit prices. Net prices do not include VAT.

6. Reservations

We reserve the right to final sales and printing errors.

As our rugs are handmade, there may be slight variations in color, design, and size.

The tolerance margin for size is +/- 5%.

7. Care & Fair

As members of CARE & FAIR, we are committed to ensuring that our rugs are produced without illegal child labor, under humane conditions, and for reasonable wages. Our annual contributions support families in weaving districts, primarily by providing schooling and basic healthcare for children.

Find out more about our efforts towards ethical and sustainable practices. [Read more here.](#)

8. Force Majeure

Classic Collection is not liable for any non-performance caused by circumstances beyond our control, which directly or indirectly prevent, obstruct, or render production, delivery, or freight uneconomical until such obstacles have been removed (force majeure).

Such circumstances include difficulties in procuring raw materials and other challenges, including but not limited to war, riot, labor conflicts, fire, flood, storm, accident, fuel or power shortages, transportation shortages, obstacles or interruptions regarding sea transportation, and breakdowns or interruptions of equipment or facilities deemed necessary for fulfilling our contractual obligations.

9. Contact

Head Office: +46 (0)8-665 00 70

Order: order@classiccollection.se

Billing: invoice@classiccollection.se

General Questions: info@classiccollection.se

Claims: info@classiccollection.se

Sales agent Finland: Gun Winter +358 400 566 779, gun.winter@witex.fi

Sales agent Netherlands/Belgium: Paul van Doremalen +31 (0)6 412 68839, paul@leftlabel.nl

Please visit our website for more information:

<https://classiccollection.se/?lang=en>