

How to order a Noclaf® product?

Where to start?

- 1 The first step is to send a request for a quote. You will receive the initial offer price within 48 hours. To help you with the selection of the decor, you can request a color card. Of course we are ready to help you at any time.
- 2 When you receive accurate pricing, please examine it. If everything is in accordance with your request, please approve the valuation. Our technologist will prepare a technical drawing, and on request also 3D visualization.
- 3 Approval of the technical drawing will start the process of the contract realization. To approve the technical drawing you should do a scan of the drawing with a written acceptance and pay the down payment after receiving the pro-forma invoice.

Payments

Due to the individual nature of production, ordering, we expect prepayment of 100% of the value of the product. Payments shall be made by bank transfer. After your payment is booked, we immediately begin the process of production of your order, which you can collect within 14 days. For bigger order the term of collection will be arranged individually.

What happens next with my order?

Quality Control: Every product that is produced at Noclaf® is subjected to quality control. Products tested and composed are equipped with a 1:1 scale template and instructions for assembly. Next are packed in 5-corrugated cardboard, plastic protective corners are applied. In addition to the board each consignment is packaged in a specially built crate and put on a pallet. Thanks to this work we are sure that your product will not be damaged during transportation and will stay the Standards Noclaf®

You collect your product fully composed and ready for use.

Transportation: Cooperating with our abroad partners the collection of the ready goods is ex-door.

How to collect? Buyer can pick up the goods in person or identify the person responsible for the collection.

Anything else I need to know?

According to the Act of 2 March 2000 (OJ 2012.0.1225) art. 10 ust.3.4. in cases when the characteristics of the product are specified by the consumer, or closely associated with his person the consumer is not entitled to withdraw from the contract.

Complaints: Complaints may be submitted in writing to the address of the establishment:

Noclaf Sp. z o.o.
ul. Przemysłowa 75
05-831 Kostowiec
Or via e-mail: noclaf@noclaf.com.pl

Noclaf Sp z o.o. ul. Osiedlowa 4, 05-870 Bieniewice | NIP 522-10-05-027 | Regon 010799834 | KRS 0000095832 | BDO 000105831

PRODUCTION FACILITY
NOCLAF Sp. z o.o. tel. +48 22 292 36 82
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