



# BERT | FRANK

EUR PUBLIC PRICELIST 2023

# BERT | FRANK

BERT FRANK 2023 EURO PUBLIC PRICE LIST - EFFECTIVE DATE 03 JANUARY 2023

## LIGHTING

SKU	DESCRIPTION	PUBLIC ex. VAT
ARB0010	ARBOR PENDANT LIGHT - BRUSHED BRASS + BLACK (DR)	€ 2,450
ARB0011	ARBOR PENDANT LIGHT - BRUSHED BRASS + WHITE (DR)	€ 2,450
ARB0020	ARBOR WALL LIGHT - BRUSHED BRASS + BLACK	€ 2,500
ARB0021	ARBOR WALL LIGHT - BRUSHED BRASS + WHITE	€ 2,500
BDE0020	BIDE WALL LIGHT SMALL - BRUSHED BRASS	€ 700
BDE0021	BIDE WALL LIGHT LARGE - BRUSHED BRASS	€ 875
BDE0022	BIDE WALL LIGHT SMALL - SATIN NICKEL	€ 700
BDE0023	BIDE WALL LIGHT LARGE - SATIN NICKEL	€ 875
BDE0024	BIDE WALL LIGHT SMALL - DARK BRONZE	€ 700
BDE0025	BIDE WALL LIGHT LARGE - DARK BRONZE	€ 875
BRN0020	BERAN WALL LIGHT SMALL - BRUSHED BRASS	€ 1,400
BRN0021	BERAN WALL LIGHT LARGE - BRUSHED BRASS	€ 1,600
BRN0022	BERAN WALL LIGHT SMALL - SATIN NICKEL	€ 1,400
BRN0023	BERAN WALL LIGHT LARGE - SATIN NICKEL	€ 1,600
BRC0020	BRACE WALL LIGHT SMALL - BRUSHED BRASS	€ 1,750
BRC0021	BRACE WALL LIGHT LARGE - BRUSHED BRASS	€ 2,400
BRC0022	BRACE WALL LIGHT SMALL - SATIN NICKEL	€ 1,750
BRC0023	BRACE WALL LIGHT LARGE - SATIN NICKEL	€ 2,400
CSK0010	CASK PENDANT LIGHT	€ 605
CSK0020	CASK WALL LIGHT	€ 650
CSK0030EU	CASK TABLE LAMP (CR)	€ 1,300
CLT0010	COLT PENDANT LIGHT SINGLE	€ 1,095
CLT0011	COLT PENDANT LIGHT TRIPLE (CR)	€ 3,100
CLT0020	COLT WALL LIGHT SINGLE LEFT	€ 1,450
CLT0021	COLT WALL LIGHT SINGLE RIGHT	€ 1,450
CLT0022	COLT WALL LIGHT DOUBLE LEFT	€ 1,850
CLT0023	COLT WALL LIGHT DOUBLE RIGHT	€ 1,850
CLT0024	COLT WALL LIGHT FLUSH	€ 1,250
CLT0030EU	COLT TABLE LAMP	€ 1,400
COR0030EU	CORBEL TABLE LAMP - GREEN (CR)	€ 3,500
COR0031EU	CORBEL TABLE LAMP - WHITE (CR)	€ 3,500
COR0032EU	CORBEL TABLE LAMP - BLACK (CR)	€ 3,500
FRL0010	FAROL PENDANT LIGHT - OPAL GLASS (DR)	€ 725
FRL0011	FAROL PENDANT LIGHT - SMOKED GLASS (DR)	€ 725
FRL0020	FAROL WALL LIGHT SINGLE - OPAL GLASS	€ 935
FRL0021	FAROL WALL LIGHT SINGLE - SMOKED GLASS	€ 935
FRL0022	FAROL WALL LIGHT DOUBLE LEFT - OPAL GLASS	€ 1,350
FRL0023	FAROL WALL LIGHT DOUBLE LEFT - SMOKED GLASS	€ 1,350
FRL0024	FAROL WALL LIGHT DOUBLE RIGHT - OPAL GLASS	€ 1,350
FRL0025	FAROL WALL LIGHT DOUBLE RIGHT - SMOKED GLASS	€ 1,350
FLG0010	FLAGON PENDANT LIGHT	€ 550
FLG0011	FLAGON CLUSTER 3	€ 1,650
FLG0012	FLAGON CLUSTER 5 (CR)	€ 2,750
FLG0013	FLAGON CHANDELIER 10 (CR)	€ 5,500
KNL0010	KERNEL PENDANT LIGHT - BLACK (DR) (CR)	€ 2,075
KNL0011	KERNEL PENDANT LIGHT - BLUE (DR) (CR)	€ 2,075
KNL0012	KERNEL PENDANT LIGHT - WHITE (DR) (CR)	€ 2,075
KNL0013	KERNEL PENDANT LIGHT - OXBLOOD (DR) (CR)	€ 2,075
KNL0015	KERNEL PENDANT LIGHT XL - BLACK (DR) (CR)	€ 3,000
KNL0016	KERNEL PENDANT LIGHT XL - BLUE (DR) (CR)	€ 3,000
KNL0017	KERNEL PENDANT LIGHT XL - WHITE (DR) (CR)	€ 3,000
KNL0018	KERNEL PENDANT LIGHT XL - OXBLOOD (DR) (CR)	€ 3,000
KNL0030EU	KERNEL TABLE LAMP - BLACK (CR)	€ 1,350
KNL0031EU	KERNEL TABLE LAMP - BLUE (CR)	€ 1,350

KNL0032EU	KERNEL TABLE LAMP - WHITE (CR)	€	1,350
KNL0033EU	KERNEL TABLE LAMP - OXBLOOD (CR)	€	1,350
KNL0040EU	KERNEL FLOOR LAMP - BLACK (CR)	€	1,925
KNL0041EU	KERNEL FLOOR LAMP - BLUE (CR)	€	1,925
KNL0042EU	KERNEL FLOOR LAMP - WHITE (CR)	€	1,925
KNL0043EU	KERNEL FLOOR LAMP - OXBLOOD (CR)	€	1,925
KNS0010	KINS PENDANT LIGHT - BRUSHED BRASS + BLACK (DR)	€	750
KNS0011	KINS PENDANT LIGHT - BRUSHED BRASS + WHITE (DR)	€	750
KNS0020	KINS WALL LIGHT - BRUSHED BRASS + BLACK	€	750
KNS0021	KINS WALL LIGHT - BRUSHED BRASS + WHITE	€	750
LZK0010	LIZAK PENDANT LIGHT - BRUSHED BRASS + BLUE GLASS (CR)	€	3,450
LZK0011	LIZAK PENDANT LIGHT - BRUSHED BRASS + SMOKED GLASS (CR)	€	3,450
LZK0012	LIZAK PENDANT LIGHT - DARK BRONZE + AMBER GLASS (CR)	€	3,450
LZK0013	LIZAK DROP PENDANT LIGHT - BRUSHED BRASS + BLUE GLASS (DR) (CR)	€	1,700
LZK0014	LIZAK DROP PENDANT LIGHT - BRUSHED BRASS + SMOKED GLASS (DR) (CR)	€	1,700
LZK0015	LIZAK DROP PENDANT LIGHT - DARK BRONZE + AMBER GLASS (DR) (CR)	€	1,700
LZK0040EU	LIZAK FLOOR LAMP - BRUSHED BRASS + BLUE GLASS (CR)	€	2,500
LZK0041EU	LIZAK FLOOR LAMP - BRUSHED BRASS + SMOKED GLASS (CR)	€	2,500
LZK0042EU	LIZAK FLOOR LAMP - DARK BRONZE + AMBER GLASS (CR)	€	2,500
MSN0010	MASINA PENDANT LIGHT (DR) (CR)	€	1,275
MSN0020	MASINA WALL LIGHT (CR)	€	1,350
MSN0030EU	MASINA TABLE LAMP (CR)	€	1,325
MSN0040EU	MASINA FLOOR LAMP (CR)	€	2,100
OCC0010	OCCULO PENDANT LIGHT - BRUSHED BRASS	€	1,040
OCC0011	OCCULO PENDANT LIGHT - DARK BRONZE	€	1,110
OCC0012	OCCULO PENDANT LIGHT - SATIN NICKEL	€	1,070
OCC0020	OCCULO WALL LIGHT - BRUSHED BRASS	€	1,175
OCC0021	OCCULO WALL LIGHT - DARK BRONZE	€	1,275
OCC0022	OCCULO WALL LIGHT - SATIN NICKEL	€	1,225
OCC0030EU	OCCULO TABLE LAMP - BRUSHED BRASS	€	1,150
OCC0031EU	OCCULO TABLE LAMP - DARK BRONZE	€	1,250
OCC0032EU	OCCULO TABLE LAMP - SATIN NICKEL	€	1,210
OCC0035EU	OCCULO SIDE TABLE LAMP - BRUSHED BRASS (CR)	€	1,450
OCC0036EU	OCCULO SIDE TABLE LAMP - DARK BRONZE (CR)	€	1,560
OCC0037EU	OCCULO SIDE TABLE LAMP - SATIN NICKEL (CR)	€	1,520
OCC0040EU	OCCULO FLOOR LAMP - BRUSHED BRASS (CR)	€	2,695
PNN0010	PENNON PENDANT LIGHT - BRUSHED BRASS (DR)	€	1,575
PNN0011	PENNON PENDANT LIGHT - DARK BRONZE (DR)	€	1,775
PNN0020	PENNON WALL LIGHT - BRUSHED BRASS	€	2,050
PNN0021	PENNON WALL LIGHT - DARK BRONZE	€	2,195
PNN0030EU	PENNON TABLE LAMP - BRUSHED BRASS	€	1,425
PNN0031EU	PENNON TABLE LAMP - DARK BRONZE	€	1,575
PNN0040EU	PENNON FLOOR LAMP - BRUSHED BRASS (CR)	€	2,850
PNN0041EU	PENNON FLOOR LAMP - DARK BRONZE (CR)	€	3,250
PGL0040EU	PUGIL FLOOR LAMP (CR)	€	2,195
RVL0010	REVOLVE PENDANT LIGHT - BRUSHED BRASS + BLACK	€	995
RVL0011	REVOLVE PENDANT LIGHT - BRUSHED BRASS + BLUE	€	995
RVL0012	REVOLVE PENDANT LIGHT - BRUSHED BRASS + WHITE	€	995
RVL0013	REVOLVE PENDANT LIGHT - BRUSHED BRASS + GREEN	€	995
RVL0014	REVOLVE PENDANT LIGHT - BRUSHED BRASS + OXBLOOD	€	995
RVL0010-1	REVOLVE PENDANT LIGHT - POLISHED BRASS + BLACK	€	995
RVL0011-1	REVOLVE PENDANT LIGHT - POLISHED BRASS + BLUE	€	995
RVL0012-1	REVOLVE PENDANT LIGHT - POLISHED BRASS + WHITE	€	995
RVL0013-1	REVOLVE PENDANT LIGHT - POLISHED BRASS + GREEN	€	995
RVL0014-1	REVOLVE PENDANT LIGHT - POLISHED BRASS + OXBLOOD	€	995
RVL0020	REVOLVE WALL LIGHT - BRUSHED BRASS + BLACK	€	1,250
RVL0021	REVOLVE WALL LIGHT - BRUSHED BRASS + BLUE	€	1,250
RVL0022	REVOLVE WALL LIGHT - BRUSHED BRASS + WHITE	€	1,250
RVL0023	REVOLVE WALL LIGHT - BRUSHED BRASS + GREEN	€	1,250
RVL0024	REVOLVE WALL LIGHT - BRUSHED BRASS + OXBLOOD	€	1,250
RVL0020-1	REVOLVE WALL LIGHT - POLISHED BRASS + BLACK	€	1,250
RVL0021-1	REVOLVE WALL LIGHT - POLISHED BRASS + BLUE	€	1,250
RVL0022-1	REVOLVE WALL LIGHT - POLISHED BRASS + WHITE	€	1,250
RVL0023-1	REVOLVE WALL LIGHT - POLISHED BRASS + GREEN	€	1,250
RVL0024-1	REVOLVE WALL LIGHT - POLISHED BRASS + OXBLOOD	€	1,250
RVL0030EU	REVOLVE TABLE LAMP - BRUSHED BRASS + BLACK (CR)	€	1,350

RVL0031EU	REVOLVE TABLE LAMP - BRUSHED BRASS + BLUE (CR)	€	1,350
RVL0032EU	REVOLVE TABLE LAMP - BRUSHED BRASS + WHITE (CR)	€	1,350
RVL0033EU	REVOLVE TABLE LAMP - BRUSHED BRASS + GREEN (CR)	€	1,350
RVL0034EU	REVOLVE TABLE LAMP - BRUSHED BRASS + OXBLOOD (CR)	€	1,350
RVL0030-1EU	REVOLVE TABLE LAMP - POLISHED BRASS + BLACK (CR)	€	1,350
RVL0031-1EU	REVOLVE TABLE LAMP - POLISHED BRASS + BLUE (CR)	€	1,350
RVL0032-1EU	REVOLVE TABLE LAMP - POLISHED BRASS + WHITE (CR)	€	1,350
RVL0033-1EU	REVOLVE TABLE LAMP - POLISHED BRASS + GREEN (CR)	€	1,350
RVL0034-1EU	REVOLVE TABLE LAMP - POLISHED BRASS + OXBLOOD (CR)	€	1,350
RVL0040EU	REVOLVE FLOOR LAMP - BRUSHED BRASS + BLACK (CR)	€	3,000
RVL0041EU	REVOLVE FLOOR LAMP - BRUSHED BRASS + BLUE (CR)	€	3,000
RVL0042EU	REVOLVE FLOOR LAMP - BRUSHED BRASS + WHITE (CR)	€	3,000
RVL0043EU	REVOLVE FLOOR LAMP - BRUSHED BRASS + GREEN (CR)	€	3,000
RVL0044EU	REVOLVE FLOOR LAMP - BRUSHED BRASS + OXBLOOD (CR)	€	3,000
RVL0045EU	REVOLVE STEM FLOOR LAMP - BRUSHED BRASS + BLACK (CR)	€	1,900
RVL0046EU	REVOLVE STEM FLOOR LAMP - BRUSHED BRASS + BLUE (CR)	€	1,900
RVL0047EU	REVOLVE STEM FLOOR LAMP - BRUSHED BRASS + WHITE (CR)	€	1,900
RVL0048EU	REVOLVE STEM FLOOR LAMP - BRUSHED BRASS + GREEN (CR)	€	1,900
RVL0049EU	REVOLVE STEM FLOOR LAMP - BRUSHED BRASS + OXBLOOD (CR)	€	1,900
RVL0090	REVOLVE RISE&FALL PENDANT - BRUSHED BRASS + BLACK	€	1,550
RVL0091	REVOLVE RISE&FALL PENDANT - BRUSHED BRASS + BLUE	€	1,550
RVL0092	REVOLVE RISE&FALL PENDANT - BRUSHED BRASS + WHITE	€	1,550
RVL0093	REVOLVE RISE&FALL PENDANT - BRUSHED BRASS + GREEN	€	1,550
RVL0094	REVOLVE RISE&FALL PENDANT - BRUSHED BRASS + OXBLOOD	€	1,550
RVL0090-1	REVOLVE RISE&FALL PENDANT - POLISHED BRASS + BLACK	€	1,550
RVL0091-1	REVOLVE RISE&FALL PENDANT - POLISHED BRASS + BLUE	€	1,550
RVL0092-1	REVOLVE RISE&FALL PENDANT - POLISHED BRASS + WHITE	€	1,550
RVL0093-1	REVOLVE RISE&FALL PENDANT - POLISHED BRASS + GREEN	€	1,550
RVL0094-1	REVOLVE RISE&FALL PENDANT - POLISHED BRASS + OXBLOOD	€	1,550
RDL0010	RIDDLE PENDANT LIGHT - BRUSHED BRASS WITH BLACK DETAIL	€	575
RDL0011	RIDDLE PENDANT LIGHT - BLACK WITH BRUSHED BRASS DETAIL	€	625
RDL0070	RIDDLE CLUSTER LIGHT 3 - BRUSHED BRASS WITH BLACK DETAIL	€	1,725
RDL0071	RIDDLE CLUSTER LIGHT 3 - BLACK WITH BRUSHED BRASS DETAIL	€	1,875
RDL0080	RIDDLE CLUSTER LIGHT 5 - BRUSHED BRASS WITH BLACK DETAIL	€	2,875
RDL0081	RIDDLE CLUSTER LIGHT 5 - BLACK WITH BRUSHED BRASS DETAIL	€	3,125
RDL0020	RIDDLE WALL LIGHT SINGLE - BRUSHED BRASS WITH BLACK DETAIL	€	645
RDL0021	RIDDLE WALL LIGHT SINGLE - BLACK WITH BRUSHED BRASS DETAIL	€	695
RDL0022	RIDDLE WALL LIGHT DOUBLE - BRUSHED BRASS WITH BLACK DETAIL	€	1,065
RDL0030EU	RIDDLE TABLE LAMP SINGLE - BRUSHED BRASS WITH BLACK DETAIL	€	1,100
RDL0032EU	RIDDLE TABLE LAMP DOUBLE - BRUSHED BRASS WITH BLACK DETAIL (CR)	€	1,500
RDL0040EU	RIDDLE FLOOR LAMP SINGLE - BRUSHED BRASS WITH BLACK DETAIL (CR)	€	1,825
RDL0041EU	RIDDLE FLOOR LAMP DOUBLE - BRUSHED BRASS WITH BLACK DETAIL (CR)	€	2,100
RFT0010	RIFT PENDANT LIGHT	€	695
RFT0020	RIFT WALL LIGHT	€	1,050
RTE0010	ROTE PENDANT LIGHT SMALL (CR)	€	5,500
RTE0011	ROTE PENDANT LIGHT MEDIUM (CR)	€	6,500
RTE0012	ROTE PENDANT LIGHT LARGE (CR)	€	7,500
RTE0013	ROTE CHANDELIER 3 LIGHT (CR)	€	19,500
RTE0020	ROTE WALL LIGHT	€	1,320
RTE0030EU	ROTE TABLE LAMP	€	1,650
SDG0010	SEDGE PENDANT LIGHT	€	695
SHR0010	SHEAR PENDANT LIGHT - BRUSHED BRASS + BLACK	€	500
SHR0011	SHEAR PENDANT LIGHT - BRUSHED BRASS + WHITE	€	500
SHR0012	SHEAR PENDANT LIGHT XL - BRUSHED BRASS + BLACK (DR) (CR)	€	1,375
SHR0013	SHEAR PENDANT LIGHT XL - BRUSHED BRASS + WHITE (DR) (CR)	€	1,375
SHR0020	SHEAR WALL LIGHT - BRUSHED BRASS + BLACK	€	770
SHR0021	SHEAR WALL LIGHT - BRUSHED BRASS + WHITE	€	770
SHR0030EU	SHEAR TABLE LAMP - BRUSHED BRASS + BLACK	€	880
SHR0031EU	SHEAR TABLE LAMP - BRUSHED BRASS + WHITE	€	880
SHR0040EU	SHEAR FLOOR LAMP - BRUSHED BRASS + BLACK (CR)	€	1,875
SHR0041EU	SHEAR FLOOR LAMP - BRUSHED BRASS + WHITE (CR)	€	1,875
SPT0010	SPATE PENDANT LIGHT - GREEN MARBLE (DR) (CR)	€	1,800
SPT0011	SPATE PENDANT LIGHT - WHITE MARBLE (DR) (CR)	€	1,800
SPT0020	SPATE WALL LIGHT - GREEN MARBLE (CR)	€	1,600
SPT0021	SPATE WALL LIGHT - WHITE MARBLE (CR)	€	1,600
SPT0030EU	SPATE TABLE LAMP - GREEN MARBLE (CR)	€	1,750

SPT0031EU	SPATE TABLE LAMP - WHITE MARBLE (CR)	€	1,750
STS0020	STASIS WALL LIGHT - BRUSHED BRASS + BRONZE	€	1,225
STS0022	STASIS WALL LIGHT - BRUSHED BRASS + POLISHED COPPER	€	1,225
STS0030EU	STASIS TABLE LAMP - BRUSHED BRASS + BRONZE	€	1,425
STS0032EU	STASIS TABLE LAMP - BRUSHED BRASS + POLISHED COPPER	€	1,425
STS0040EU	STASIS FLOOR LAMP - BRUSHED BRASS + BRONZE (CR)	€	3,850
STS0042EU	STASIS FLOOR LAMP - BRUSHED BRASS + POLISHED COPPER (CR)	€	3,850
TNT0020	TANTO WALL LIGHT SMALL - GREEN MARBLE	€	915
TNT0021	TANTO WALL LIGHT SMALL - WHITE MARBLE	€	915
TNT0022	TANTO WALL LIGHT LARGE - GREEN MARBLE	€	995
TNT0023	TANTO WALL LIGHT LARGE - WHITE MARBLE	€	995
TNT0024	TANTO WALL LIGHT SMALL - BLACK MARBLE	€	915
TNT0025	TANTO WALL LIGHT LARGE - BLACK MARBLE	€	995
TNT0026	TANTO WALL LIGHT DOUBLE - GREEN MARBLE	€	1,350
TNT0027	TANTO WALL LIGHT DOUBLE - WHITE MARBLE	€	1,350
TNT0028	TANTO WALL LIGHT DOUBLE - BLACK MARBLE	€	1,350
TRV0010	TRAVE PENDANT LIGHT - GREEN MARBLE	€	1,200
TRV0011	TRAVE PENDANT LIGHT - WHITE MARBLE	€	1,200
TRV0020	TRAVE WALL LIGHT - GREEN MARBLE	€	900
TRV0021	TRAVE WALL LIGHT - WHITE MARBLE	€	900
TRV0030EU	TRAVE TABLE LAMP - GREEN MARBLE	€	1,675
TRV0031EU	TRAVE TABLE LAMP - WHITE MARBLE	€	1,675
TRC0010	TRIARC PENDANT LIGHT - BLACK DIFFUSER (DR) (CR)	€	2,975
TRC0011	TRIARC PENDANT LIGHT - WHITE DIFFUSER (DR) (CR)	€	2,975
VMA0010	VIMA PENDANT LIGHT (CR)	€	5,250
VMA0011	VIMA PENDANT LIGHT XL (DR) (CR)	€	8,500
VMA0020	VIMA WALL LIGHT (CR)	€	2,970
VMA0030EU	VIMA TABLE LAMP (CR)	€	4,000
VMA0040EU	VIMA FLOOR LAMP (CR)	€	10,000

### ADDITIONS AND EXTRAS

SKU	DESCRIPTION	Cost ex. VAT
CABLE001	EXTRA CABLE LENGTH (PER METRE)	€ 8
LED0010	REPLACEMENT G9 4W LED BULB	€ 12
ROD001	EXTRA BRASS DROP ROD LENGTH (PER 100CM)	€ 55
	(DR) = Bespoke brass drop rod required, total pendant drop height must be confirmed upon order (CR) = Crating required, please enquire for pricing prior to order	

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## TERMS AND CONDITIONS OF SALE

Bert Frank Ltd., 67 Farringdon Road, London EC1M 3JB, UK (Bert Frank)

These Terms and Conditions (T&C) constitute the contract between Bert Frank and the client unless Bert Frank agrees in writing to different terms. Payment of a Bert Frank Quotation, Proforma Invoice, Sales Invoice or Online Sales order for Bert Frank products constitutes the customer's agreement to these T&C.

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### TERMS OF SALE FOR EURO (€) CUSTOMERS

- This price list supersedes all existing Bert Frank price lists.
  - All prices are Recommended Retail Price and are subject to change and do not include sales tax, import tax, insurance, assembly, or installation.
  - All payments must be made in € Euros (EUR). Any bank charges must be covered by the client.
  - 100% payment is required to confirm in-stock, bespoke or sale/clearance orders. 50% or 100% prepayment is required to confirm Made-To-Order (MTO) orders.
  - Orders are confirmed by sales invoice (for non-account customers who pay by proforma invoice) or sales order confirmation (for account customers with payment terms). The date of issuance of either of these documents constitutes the order date. It is the client's responsibility to ensure that all ordered goods, contact and delivery information and charges are correct at the time of order confirmation.
  - Approximate lead times are quoted upon enquiry and are calculated and confirmed upon the order date.
  - Production lead times for in-stock products is 2 weeks. This is subject to any events which may affect the lead time, such as high demand, seasonal closures, force majeure, or component out-of-stocks.
  - Production lead times for MTO products ranges from 4-8 weeks, depending on the product or order volume, up to 12 weeks for ROTE and VIMA collections. This is subject to any events which may affect the lead time, such as high demand, seasonal closures, force majeure, or component out-of-stocks.
  - The client will be contacted by Bert Frank should any event occur during the lead time which will cause the lead time to change.
  - Order cancellation requests must be submitted to Bert Frank within 5 business days (for MTO and bespoke products) or 2 business days (for in-stock products) from the order date. No cancellations will be accepted outside of these times.
  - Volume orders cannot be modified after order confirmation.
  - Bert Frank does not offer refunds. Returns will be accepted in exchange for company credit only. Company credit is valid for a period of two years from date of issuance. Returns must be pre-authorized by Bert Frank and goods must be returned in original packaging and in original unused condition. A 20% restocking fee will be applied for all returned goods. The customer is responsible for all return shipping charges incurred.
  - No returns will be accepted on sale or clearance, discontinued products, MTO products or bespoke products. These items are considered final sale.
  - Products that include any bespoke attribute, included those supplied with a bespoke length drop/suspension rod, are included within the bespoke products terms of sale and the same cancellation and returns policy will apply.
  - All products must be inspected upon receipt and any damages or discrepancies must be reported to Bert Frank in writing within 5 working days from date of delivery. All packaging must be retained by the recipient and failure to do so will invalidate any claim.
  - An electrician or tradesperson must only be employed by the client following the delivery and inspection of the order goods. Bert Frank shall not be liable for any installation costs incurred.
  - The specification sheets, brochures and website contain photography and technical product information and all efforts are made to ensure these accurately represent the products though there may be slight variances between these and the actual product.
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### LIMITED WARRANTY

- Bert Frank products are covered by a 12-month limited warranty against manufacturing defects. Any claims must be raised to Bert Frank by the original customer responsible for the purchase.
- Wear and tear through use, damage due to accident, misuse, abuse or negligence will not be covered and cannot be claimed under this limited warranty.
- Bert Frank reserves the right, before having any obligation under this limited warranty, to inspect the damaged product or component, and all costs of shipping for inspection shall be the responsibility solely of the customer. Bert Frank shall at its choice determine whether to repair or replace any defective product or component that it determines is covered by this limited warranty.
- Modifications made to any products by the customer will invalidate the warranty. All electrical products should be installed by a professional, qualified electrician.
- Limited warranty claims must be made within 10 working days of occurrence by contacting [info@bertfrank.co.uk](mailto:info@bertfrank.co.uk). Failure to do so will invalidate any claim.

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## SHIPPING AND EXPORT / IMPORT

- Prices include delivery to a single designated EU warehouse address if the total order value exceeds net € 500,00. Orders with a net value lower than € 500,00 will be charged at € 50,00 per delivery. For all drop-ship deliveries and palletised oversized deliveries, additional charges will apply.
- ROTE and VIMA collections are excluded from the above delivery terms and are subject to extra delivery and crating costs. Please enquire for details.
- Non-standard packaging requirements including crating are excluded from the prices shown and can be quoted on request. All goods that require crating for export are annotated above (CR).
- All orders are shipped with Delivered At Place (DAP) incoterms. A shipping charge will be calculated per order. The recipient will be responsible for payment of any such import taxes and duties. Please contact a local customs office for further information. Business customers can claim the import tax back following the same home country tax procedures. Bert Frank shall not be liable for any customs clearance delays that are caused as a result of the client providing insufficient information to Bert Frank or by not responding to telephone or email requests from the local customs office for information to aid the importation.
- If Delivered Duty Paid (DDP) incoterms are required, please contact a sales representative.
- Delivery transit times after dispatch are managed by our third-party courier company (FedEx). Latest information about their service levels and estimated transit times can be found at [www.fedex.com/en-gb/home](http://www.fedex.com/en-gb/home).
- If a delivery fails due to the client not being available at the time of delivery to receive the goods and the goods are returned to Bert Frank, Bert Frank shall not be liable for any repeat shipment costs. The goods will be checked to ensure perfect condition and will be made available for collection. A second-attempt delivery charge can be quoted upon request.
- Bert Frank shall not be liable for any transit damages that occur after the goods have been delivered to the delivery address as shown on the sales invoice/sales order confirmation (i.e. if the client is consolidating goods to send on to a final address).
- The collection of all Ex Works (EXW) orders must be organised by the client. A shipping note (or commercial invoice if applicable) will be supplied per order. The supply of any other export documentation can be quoted upon request.
- All EXW orders must be collected from the designated address with 2 weeks of commercial invoice issuance, after which storage charges will apply per month (or part thereof) at €150,00 per month or 4% of order value, whichever is greater.
- If EXW orders are not collected within 3 months of order ready date, Bert Frank reserves the right to retain the goods and consider the order cancelled without refund unless an agreement in writing is in place.
- A valid EORI number must be provided where applicable for business purchases. If a valid EORI number is not available, a VAT number should be provided.
- All necessary information required for customs clearance process must be provided to the sales representative prior to shipping to avoid unnecessary delays. Bert Frank shall not be liable for transit delays outside of reasonable control.

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## OTHER

- Bert Frank shall not be liable to the customer or deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control.
- These T&C represents the entire understanding of the parties. There are no representations, promises, warranties, covenants, or undertakings other than those expressly included. If, for any reason, any provision of these T&C is held invalid in whole or in part, such invalidity shall not affect any other provision of these terms not held so invalid, such other provision shall to the full extent consistent with law continue in full force and effect. These T&C and all rights, remedies, liabilities, powers, and duties of the parties to the agreement shall be governed by and construed in accordance with the laws of the England and Wales without regard to the principles of conflict of laws.

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## COMPANY AND BANKING DETAILS

EORI: GB153323732000  
VAT: GB153323732  
Bank: HSBC, 1 Centenary Square, Birmingham B1 1HQ, UK  
Account name: Bert Frank Ltd.  
Account no.: 73847422  
Sort code: 40-12-76  
BIC / SWIFT: HBUKGB4B  
IBAN: GB57HBUK40127673847422  
Currency: Euro (EUR) only