

Shipping policy

This policy applies to all B2B orders placed with Bazar de Ville as distributor. It does not apply to individual consumers — we sell to registered businesses only (wholesalers, retailers, and project buyers).

1. Delivery terms

All orders are shipped on a **CIF (Cost, Insurance, Freight)** basis to a named UAE port, in line with Incoterms® 2020. Under CIF, Bazar de Ville arranges and pays for freight and marine insurance to the destination port. Once the goods pass the ship's rail at the port of loading, risk transfers to the buyer — the buyer is responsible for everything from the UAE port onward, including customs clearance, duties, VAT, and inland delivery.

2. Payment terms

Full payment (100%) is due upfront, before production begins.

Our EU suppliers require 100% prepayment before starting manufacturing, and Bazar de Ville settles this in full on the buyer's behalf as soon as the order is confirmed. Because payment is never a pending step on our side, it introduces no delay to your 6–8 week lead time. The buyer's own payment to Bazar de Ville is required in full before production is scheduled.

3. Made-to-order & lead time

Standard lead time: 6–8 weeks from full payment to goods ready for shipment.

Every order is manufactured to order by our supplier partners in the EU. Nothing is held as finished stock, so please plan procurement timelines around this lead time. Shipping transit time (air or ocean) is additional to the 6–8 week production window.

4. Sample & specification approval

For custom or made-to-order items, production only begins once the buyer has confirmed the agreed specification, sample, or reference in writing. This protects both parties against disputes over what was ordered, and any requested changes after approval may extend the lead time.

5. Freight options

MODE	TYPICAL USE
Ocean freight	Standard option for full and part container loads, most cost-effective for bulk orders.
Air freight	Faster transit for urgent or smaller-volume orders, at a higher freight cost.

The buyer chooses the freight mode at order confirmation. If no preference is given, we will recommend the most suitable mode based on order size and timeline.

6. Buyer-arranged freight from the EU supplier

Buyers who prefer to manage their own logistics may arrange collection directly from our EU supplier's facility, using their own freight forwarder. In this case, our CIF pricing no longer applies, and responsibility for freight, insurance, and export formalities shifts to the buyer from the supplier's location onward. Please notify us at order confirmation if you wish to use this option, so we can adjust the commercial terms accordingly.

7. Shipment notification

We notify the buyer with tracking details and estimated arrival as soon as the order is shipped from the EU. Buyers should use this window to prepare customs clearance in advance of arrival at the UAE port.

8. Documents required from the buyer

To avoid clearance delays, buyers must provide the following before or at shipment:

- **UAE VAT registration (TRN)**
- **Import / Customs Client Code**

Missing or incorrect documentation is the leading cause of clearance delays and resulting storage costs — see section 9.

9. Customs clearance at the UAE port

Under CIF terms, **customs clearance at the destination UAE port is the buyer's responsibility**, including all import duty, VAT, and clearance documentation.

Please note: if clearance is delayed or not completed by the buyer, any resulting port or warehouse storage charges (demurrage, detention, storage fees) will be billed directly to the buyer.

10. Uncollected goods

If goods remain uncleared and uncollected at the UAE port beyond 30 days of arrival, Bazar de Ville reserves the right to place them into bonded storage at the buyer's cost, or to sell or dispose of them to recover freight, duty, and storage costs already incurred, after written notice to the buyer.

11. Cancellations

Orders may be cancelled prior to the start of production at no charge, subject to written confirmation.

Cancellations after production has begun are subject to a non-refundable retainer fee of **20% of the order value**, to cover work-in-progress and materials already committed by the supplier.

12. Returns

As all goods are manufactured to order, returns are handled on a case-by-case basis and are governed by the underlying supplier's own returns policy. Return eligibility, timelines, and conditions will vary by supplier and product line — we will confirm the applicable terms at the time of order.

13. Damage or discrepancy claims

Buyers must inspect goods promptly on arrival and report any transport damage, shortage, or discrepancy in writing within 5 business days of delivery, with supporting photos. Claims raised after this window may not be accepted, as liability shifted to the buyer at the port of loading under CIF terms.

14. Installation & after-sales support

We stand behind the safe arrival of your goods at your site. Any fault or damage caused during transport is covered and subject to claim and replacement, in line with the reporting window in section 13.

Damage occurring after successful delivery is the buyer's responsibility, including any related repair costs.

Before cleaning or treating any delivered item with chemical products, please confirm with us first — unsuitable products can cause damage that falls outside warranty coverage.

For repair, maintenance, or installation guidance, please contact us before taking action so we can advise on the correct approach for your product. Installation manuals are available online and can also be sent on request. If you have any doubts about installation or product care, reach out to our team before proceeding.

15. Force majeure

Bazar de Ville is not liable for delays or failure to perform caused by events beyond reasonable control, including but not limited to strikes, port congestion, customs restrictions, natural disasters, or supplier plant disruption. Affected lead times will be communicated as soon as known.

16. Retention of title

Ownership of the goods remains with Bazar de Ville (or its supplier, as applicable) until payment has been received in full. This applies regardless of the shipping or delivery status of the goods.

17. Liability

Bazar de Ville's liability under this policy is limited to the invoice value of the affected order. We are not liable for indirect or consequential losses, including loss of business, resale opportunity, or project delay at the buyer's end.

18. Governing law & jurisdiction

This policy and any dispute arising from it are governed by UAE law and subject to the exclusive jurisdiction of the **Dubai Courts**, in accordance with the regulations of **Meydan Free Zone**, where Bazar de Ville is registered.

19. Questions

For questions about a specific order, lead time, or freight arrangement, please contact our team before placing your order so we can confirm terms in writing.

This policy applies to B2B trade orders only and is governed by the applicable Incoterms® 2020 rules and UAE customs regulations. Terms may be confirmed or adjusted per order in a written sales agreement.