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In the following Terms & Conditions, Rietveld Licht is referred to as Lumidora.com.

1) Delivery

By placing an order in our webshop you accept our terms and conditions concerning delivery, warranty and payment. Lumidora.com holds the right to change these terms and conditions at any time. The terms and conditions that applied to your purchase on the purchase date on your invoice will remain applicable to your purchase.

Fixed price

Lumidora.com guarantees that the price as indicated with the item on the purchase date and as indicated on the invoice will not be raised. Lumidora.com is not liable for inaccurate prices caused by the internet server or by hackers, computer viruses et cetera.

No shipping costs or ordering costs

Our international webshops ship to the UK (excluding islands), The Netherlands, Belgium, Germany, Luxembourg, Austria, Czech Republic (shipping costs applicable), Spain and France. Please note that we do not ship to islands. If you want to have your order delivered to a foreign country, you can place your order on the website of that country. You can find our international webshops with the little flag icon in the top right corner on the website.

If you place your order before 11:00 PM on Monday to Friday, your order will be shipped the same day.

The terms and conditions on this page apply to orders that are placed in our webshop only and do not apply to orders of spare parts that are placed via our Customer Service.

If you are not present to accept the parcel on the day of delivery, your parcel will be delivered to your neighbours or to a Pickup Parcelshop. The address of the Pickup Parcelshop will be on your Track & Trace page. If you do not pick up your parcel(s) from the Pickup Parcelshop, this will be considered a refusal and the return shipping costs will be deducted from the following return payment. If you refuse the parcel at the door, the return shipping costs will also be deducted from the return payment.

Delivery

The delivery time is mentioned for every single item in our webshop. If the items you ordered are in stock, your order will be shipped within 2 working days. The working days of our shipping department are Monday, Tuesday, Wednesday, Thursday and Friday.

If an item is not in stock, the delivery time of the item is indicated on the website.

If an item is out of stock and permanently unavailable the purchase agreement will be terminated and the purchase amount will be refunded.

All delivery times are an indication and cannot lead to any claim or liability.

Lumidora.com cannot be held responsible for any delays caused by the parcel delivery service.

Dimensions

The dimensions as mentioned with our items are approximate dimensions and can deviate slightly.

Provision of information

The recommendations, delivery time, item descriptions and other information on our website are composed carefully. We cannot be held liable for possible mistakes or inaccuracies in these texts.

Our items are continually being improved and redeveloped. It is possible that multiple lamps with the same item number can deviate slightly when bought at different times.

The delivery times of items that are out of stock are carefully estimated by means of the information provided by the lamp manufacturers. The delivery times can, however, suffer some delay due to unforeseen circumstances that are beyond our control. We do have the obligation to communicate with our manufacturers regularly to provide our customers with the most accurate information as possible.

All of our wall lamps and spotlights come without a conductor cord, unless otherwise indicated. Our lamps are delivered with EU plugs.

2) Warranty

Lumidora.com guarantees that all of its products (and parts thereof) meet the normal requirements of soundness and usability and existing EU government regulations.

In case the item or parts of it get lost or damaged during shipping, Lumidora.com will replace them free of charge.

You have a 2 year warranty on your order provided that you can show us the receipt or invoice of your purchase. When an item gets substituted during the warranty period, the original purchase date determines the warranty period.

Light bulbs, such as incandescent bulbs, halogen bulbs or CFL bulbs have a warranty of 6 months. LED bulbs have a warranty of 2 years.

Glass parts and batteries are not included in the warranty.

The warranty is not applicable in case the defect is caused by the use of a wrong light bulb.

The warranty is also not applicable in case:

- the item is defective/broken/out of order as a result of negligence.

- the item has been altered by you or by third parties,
- defects on the item were caused by improper use of the item by not following the instructions,
- the damage is caused by external calamity, e.g. thunderbolt and other natural disasters,
- the damage is caused by overheating because of central heating or because of using a too high Wattage bulb.
- the damage is caused by exposure to moisture, extreme warmth, sunlight or extreme coldness.

Lumidora.com will determine whether or not the warranty is applicable in any case and will determine the course of shipping and repair. If you have a defective item that you purchased from Lumidora.com, Lumidora.com has the right to repair or replace the item before a refund can be requested.

The return shipping costs linked to the repair or replacement of a faulty item are for the account of Lumidora.com if the complaint is valid and there has been contact with the Customer Service. We refund shipping costs up to £23,00 per parcel. If you cannot find a courier for this amount or less, we can have the parcel(s) collected at your address by DPD.

Indirect costs, caused by the item being out of service or caused by installers and/or electricians or other third parties cannot be compensated.

3) Complaints and returns

Customers can report a complaint about an item within 1 month of purchase. If you have a defective item that you purchased from Lumidora.com, Lumidora.com has the right to repair or replace the item before a refund can be requested. The return shipping costs linked to the repair or replacement of a faulty item are for the account of Lumidora.com if the complaint is valid and there has been contact with the Customer Service. We refund shipping costs up to £23,00 per parcel. If you cannot find a courier for this amount or less, we can have the parcel(s) collected at your address by DPD.

Customers can return an item if it does not meet their requirements. Items can be returned within 30 days after purchase. In this case, the return shipping costs are paid by the customer.

Customers can return the item(s) to:

Rietveld Licht
Nieuwland Parc 6
2952 DA Alblasserdam
The Netherlands

RETURNS PACKAGING: the returned items must be in original condition, in their original packaging (including the inside packaging and, if applicable, bubble wrap). Writing on the boxes is not permitted. Please insert (a copy of) your invoice.

THE ITEMS: items cannot be used or altered in any way.

Only if these requirements are met and we have received the items in good condition, we can refund the purchase amount of the items. The refund will take place within 7 days.

4) Cancellation

After receiving the payment for your order, your order will be processed immediately by our fully automatised system. We therefore cannot cancel paid orders that are in stock.

If the items that you ordered are not in stock, we can still cancel your order and refund the purchase amount.