1. ABOUT OUTIL.LI

outil.li B.V., Pijnackerplein 6B, Rotterdam, the Netherlands. We design and manufacture 3D-printed lighting using bio-based and recycled materials.

2. SCOPE & DELIVERY AREA

These conditions apply to all purchases made via our website or by direct sales. We sell and invoice exclusively to addresses within the European Union. Our products are CE certified and supplied with a Declaration of Conformity. We do not ship to addresses outside the EU. Any onward transport after delivery is the sole responsibility of the buyer.

3. ORDERS & PRICING

Prices are in euros, inclusive of applicable VAT. All orders are binding upon our written confirmation. We reserve the right to correct pricing errors before confirmation.

4. PAYMENT

Payment is due in full before production begins.

5. LEAD TIME & DELIVERY

Standard products ship within 25 working days. Custom or made-to-order products ship within 50 working days. These are indicative lead times — during public holidays or periods of supply chain disruption, lead times may be longer. We will notify you of any significant delay. We ship DDP (Delivered Duty Paid, Incoterms 2020) within the EU. Risk of loss passes to you upon delivery; inspect your order immediately and report any visible transport damage to us within 24 hours with photos.

6. RIGHT OF WITHDRAWAL

You have the right to withdraw from your purchase within 14 days of delivery without giving any reason, provided the product is in its original condition and packaging.

To exercise this right, notify us at contact@outil.li within 14 days. Return shipping costs are at your expense. Refunds are issued within 14 days of receiving the returned product, via the original payment method. Note: custom-made or personalised products are exempt from the right of withdrawal under EU Directive 2011/83/EU.

7. PRODUCT USE & CARE

Products must be used in accordance with the care and installation instructions supplied. In particular:

- Avoid prolonged direct exposure to UV light.
- Due to our production method and use of recycled materials, minor surface variations are inherent to the product and are not considered defects.
- Permanent electrical installation must be carried out by a qualified electrician in accordance with local regulations.

Our CE certification covers use within the EU at 220–240V. Where a driver is supplied, it is rated for 220–240V only and is not suitable for other voltages without modification by a qualified electrician. Use outside the EU, or at other voltages, is at the buyer's own risk and responsibility.

8. WARRANTY & LIABILITY

We warrant that products are free from material and functional defects for 2 years from delivery. Electrical components, including drivers and light sources where supplied, are covered for 2 years against manufacturing defects, excluding damage from incorrect installation, voltage incompatibility, or power surges. Surface variations inherent to 3D-printed or recycled materials, as described in article 7, are not covered by this warranty. This warranty does not cover normal wear, damage from improper use, unauthorised modifications, or use contrary to our instructions. To make a warranty claim, contact us at contact@outil.li within the warranty period with a description and photos. Our liability is limited to the purchase price paid. We are not liable for indirect or consequential damages. Nothing in these conditions affects your statutory consumer rights under applicable EU law.

9. COMPLAINTS & DISPUTES

Please contact us first at contact@outil.li. We aim to acknowledge your complaint within 3 business days and resolve it within 15 business days. If we cannot resolve your complaint directly, you have the right to submit your dispute to a recognised consumer dispute resolution body in your country of residence. Dutch law applies.