



Shipping & Delivery Policy

Last Updated: August 2026

Our Approach

Every Antwerk piece is carefully prepared, inspected and packaged before leaving our workshop.

Whether selecting a piece from our collection or commissioning bespoke furniture, we aim to ensure that every delivery reflects the same level of care and craftsmanship invested in its creation.

This Shipping & Delivery Policy explains how deliveries are organised and what you can expect throughout the process.

Delivery Areas

Antwerk currently delivers within Belgium and selected international destinations.

International delivery availability depends on:

- destination;
- product dimensions;
- accessibility;
- local transport regulations.

Should delivery outside our standard delivery regions be requested, Antwerk will provide a separate quotation.

Delivery Methods

Depending on the furniture and destination, delivery may be carried out by:

- Antwerk;
- an approved specialist furniture courier;
- a trusted logistics partner.

The chosen delivery method will depend on the size and complexity of the order.

Delivery Scheduling

Once production has been completed, Antwerk will contact the Client to arrange a suitable delivery date.

Estimated delivery windows are provided for planning purposes only.

Although every effort is made to meet agreed delivery dates, unforeseen circumstances may occasionally result in delays.

Estimated Lead Times

Production and delivery times vary depending on:

- project complexity;
- material availability;
- production planning;
- destination.

Lead times communicated by Antwerk are estimates and should not be interpreted as guaranteed deadlines.

Delivery Address

The Client is responsible for providing a complete and accurate delivery address. Should the delivery address change after production has commenced, additional transport costs may apply.

Site Accessibility

Before delivery, the Client shall ensure that the furniture can safely reach its intended location.

This includes ensuring:

- sufficient door widths;
- adequate hallway clearance;
- accessible staircases;
- operational elevators where applicable;
- suitable parking for delivery vehicles;
- any required permits.

If there is uncertainty regarding access, Antwerk recommends informing us before production is completed.

Additional Delivery Costs

Additional charges may apply if delivery requires:

- repeated delivery attempts;
- waiting time;
- specialist lifting equipment;
- crane services;
- temporary storage;
- dismantling of doors or windows;
- exceptional transport arrangements.

Such costs shall be communicated whenever reasonably possible.

Delivery Inspection

Upon delivery, the Client should carefully inspect the furniture.

Please verify:

- overall condition;
- visible damage;
- finish;
- quantity of delivered items.

Visible transport damage should be reported within 48 hours together with clear photographs.

Acceptance of Delivery

Delivery is considered complete once:

- the furniture has been delivered to the agreed address;
- installation (where included) has been completed;
- the Client has accepted the delivery.

Risk transfers to the Client upon completion of delivery.

Ownership transfers once full payment has been received.

Installation

Where installation is included in the quotation, Antwerk will install the furniture with appropriate care.

The Client shall ensure:

- safe working conditions;
- clear access routes;
- completion of all necessary building works before installation.

Antwerk shall not be responsible for delays caused by incomplete construction or renovation works.

Collection by Client

Should the Client choose to collect the furniture directly:

- collection must be arranged in advance;
- suitable transport must be provided;
- risk transfers immediately upon collection.

Antwerk shall not be responsible for damage occurring during transport organised by the Client.

Delayed Acceptance

If the Client is unable to receive delivery on the agreed date, Antwerk should be informed as soon as possible.

Where storage becomes necessary, reasonable storage costs may apply.

Repeated postponements may also result in additional handling or transport charges.

Failed Deliveries

Delivery shall be considered unsuccessful if:

- no authorised person is present;
- access is impossible;
- the delivery location is unsafe;
- agreed preparations have not been completed.

A new delivery appointment may require additional charges.

Force Majeure

Antwerk shall not be liable for delays resulting from circumstances beyond our reasonable control, including:

- severe weather;
- strikes;
- transport disruptions;
- supplier delays;
- customs procedures;
- governmental restrictions;
- natural disasters;
- pandemics;
- technical failures.

In such circumstances, delivery schedules may be adjusted accordingly.

Packaging

Packaging is designed to protect the furniture during transportation.

Where agreed, Antwerk may remove and dispose of packaging materials following installation.

Unless otherwise agreed, packaging remains the responsibility of the Client after delivery.

Storage

If completed furniture cannot be delivered due to circumstances attributable to the Client, Antwerk may store the furniture on the Client's behalf.

Reasonable storage fees may apply.

Furniture stored for extended periods remains subject to the agreed payment schedule.

International Deliveries

International deliveries may be subject to:

- customs procedures;
- import duties;
- local taxes;
- destination-specific regulations.

Unless otherwise agreed, such charges remain the responsibility of the Client.

Limitation of Liability

Antwerk shall not be liable for:

- delays beyond our reasonable control;
- inaccessible premises;
- incorrect delivery information supplied by the Client;
- damage occurring after successful delivery;
- damage resulting from transportation arranged by the Client;
- structural limitations of the property preventing installation.

Nothing in this Policy limits any rights provided by mandatory consumer legislation.

Questions

Should you have any questions regarding delivery or installation, our team will be pleased to assist you before production is completed.

Early communication helps us ensure a smooth delivery experience.

Our Promise

Every delivery marks the final chapter of a carefully considered process.

From the first design conversation to the moment your furniture enters its new home, our goal remains the same: To deliver timeless furniture with exceptional care, precision and respect.

Timeless by design. Made to remain.

*Thank you for placing your trust in **Antwerk**.*