



Terms & Conditions

Last Updated: August 2026

Introduction

These Terms & Conditions ("Terms") govern all quotations, sales, bespoke commissions, deliveries, services and agreements entered into between Antwerk ("Antwerk", "we", "our" or "us") and the Client ("Client", "you" or "your").

By accepting a quotation, placing an order or entering into an agreement with Antwerk, the Client confirms having read and accepted these Terms.

Should any provision of these Terms become invalid or unenforceable, the remaining provisions shall remain in full force.

Definitions

Collection Products

Furniture offered as part of the standard Antwerk collection.

Bespoke Furniture

Furniture specifically designed and manufactured according to the Client's requirements.

Design Deposit

The amount paid prior to detailed design development for bespoke furniture.

Order

The written confirmation of a quotation accepted by the Client.

Delivery

The moment the furniture is delivered to the agreed address or collected by the Client.

Quotations

All quotations are provided without obligation and remain valid for 30 calendar days, unless stated otherwise.

Prices may change after this period due to increases in material costs, labour costs, transportation or supplier pricing.

A quotation shall only become binding after written acceptance by both parties.

Bespoke Projects

Every bespoke project is unique.

The Client acknowledges that bespoke furniture is individually designed and manufactured based on approved specifications.

Minor differences in colour, grain, texture, dimensions and finish are inherent to handcrafted products and shall not be regarded as defects.

Design Deposit

Where applicable, Antwerk requires a Design Deposit before commencing detailed design work.

The Design Deposit includes, where applicable:

- Design development
- Material research
- Technical drawings
- 3D visualisations
- Design revisions included in the quotation

Should the Client proceed with production, the Design Deposit shall be deducted in full from the final invoice.

Should the Client decide not to proceed, the Design Deposit remains non-refundable.

All design work remains the intellectual property of Antwerk.

Orders

Production shall only commence after:

- written approval of the quotation;
- written approval of drawings, dimensions and finishes;
- receipt of the required payment.

Once production has commenced, modifications may no longer be possible.

Where changes remain technically feasible, Antwerk reserves the right to charge additional design, production and material costs.

Lead times may also be extended accordingly.

Pricing

Unless otherwise stated, all prices are expressed in Euro.

VAT and delivery costs are included or excluded as specified in the quotation.

Unexpected changes requested by the Client after approval may result in additional charges.

Payment Terms

Unless agreed otherwise in writing:

- Design Deposit (where applicable)
- 40% production deposit
- Remaining balance before or upon delivery

Invoices are payable within the stated payment period.

Late payments may result in statutory interest and reasonable collection costs in accordance with applicable Belgian legislation.

Antwerk reserves the right to suspend production or delivery until all outstanding invoices have been settled.

Lead Times

Lead times are estimates only.

Although Antwerk makes every reasonable effort to meet agreed delivery dates, delays resulting from circumstances beyond our reasonable control shall not give rise to cancellation, compensation or damages.

Examples include:

- supplier delays;
- transport disruptions;
- strikes;
- shortages of materials;
- force majeure;
- unforeseen production issues.

Delivery

The Client shall ensure that the delivery location is safely and reasonably accessible.

This includes:

- sufficient door openings;
- accessible staircases;
- functioning elevators where applicable;
- adequate parking;
- any required permits.

Should delivery become impossible due to inaccessible premises, additional transport, storage or labour costs may be charged.

Risk transfers to the Client upon Delivery.

Inspection

The Client should inspect the furniture immediately upon Delivery.

Visible defects or transport damage should be reported within 48 hours by email together with clear photographs.

Failure to report visible defects within a reasonable period may limit available remedies, subject to mandatory consumer legislation.

Natural Materials

Antwerk primarily works with natural materials.

The Client accepts that natural materials may contain:

- knots;
- grain variations;
- colour differences;
- veining;
- texture variations;
- natural movement over time.

These characteristics contribute to the uniqueness of each piece and do not constitute manufacturing defects.

Care & Maintenance

Furniture should only be used for its intended purpose.

The Client agrees to follow the Care Guide supplied by Antwerk.

Damage resulting from improper maintenance, aggressive cleaning products, excessive humidity, excessive dryness, prolonged sunlight or incorrect use shall not be covered under warranty.

Warranty

Antwerk warrants that its furniture is free from manufacturing defects under normal residential use.

The warranty does not cover:

- normal wear;
- scratches;
- dents;
- stains;
- misuse;
- neglect;
- impact damage;
- improper maintenance;
- commercial use unless expressly agreed;
- damage caused by moisture;
- damage caused by sunlight;
- movement of natural materials;
- accidental damage.

Limitation of Liability

To the fullest extent permitted by law, Antwerk shall not be liable for:

- indirect damages;
- consequential damages;
- loss of profit;
- business interruption;
- emotional damages;
- loss of opportunity.

Where liability exists, Antwerk's liability shall be limited to the amount paid for the relevant product.

Nothing in these Terms excludes liability where exclusion is prohibited by applicable law.

Damage After Delivery

Antwerk shall not be responsible for damage occurring after Delivery, including but not limited to damage resulting from:

- intentional damage;
- vandalism;
- misuse;
- abuse;
- negligence;
- improper assembly by third parties;
- unauthorised repairs;
- modifications by third parties;
- moving the furniture after delivery;
- water damage;
- flooding;
- fire;
- smoke;
- pets;
- children;
- structural movement of buildings;
- earthquakes;
- accidental impacts;
- exposure to chemicals;
- improper storage.

Intellectual Property

All concepts, sketches, renderings, technical drawings, CAD files, specifications and visualisations remain the exclusive intellectual property of Antwerk.

The Client may not reproduce, distribute or manufacture any design without prior written permission.

Designs may not be submitted to third-party manufacturers.

Photography

Unless agreed otherwise in writing, Antwerk reserves the right to photograph completed furniture for use in:

- portfolio;
- website;
- social media;
- exhibitions;
- publications;
- marketing materials.

Personal information and private interiors shall always be treated respectfully.

Cancellation

Collection products may only be cancelled in accordance with applicable law and any specific cancellation terms stated at the time of purchase.

Bespoke furniture is produced exclusively for the Client.

Once production has commenced, cancellation is generally no longer possible except where mandatory law provides otherwise.

Force Majeure

Antwerk shall not be liable for any delay or failure resulting from events beyond its reasonable control, including:

- natural disasters;
- pandemics;
- governmental restrictions;
- supplier failures;
- transport disruptions;
- power failures;
- cyber incidents;
- strikes;
- war;
- civil unrest.

Performance shall be suspended for the duration of the force majeure event.

Privacy

Personal information shall be processed in accordance with Antwerk's Privacy Policy and applicable GDPR legislation.

Governing Law

These Terms shall be governed exclusively by the laws of Belgium.

Any disputes arising from these Terms shall be submitted to the competent courts of Belgium unless mandatory consumer legislation provides otherwise.

Contact

Questions regarding these Terms may be directed to Antwerk through the contact information available on our website.

Final Note

At Antwerk, we believe exceptional furniture begins with trust.

These Terms are intended to create transparency throughout every stage of our collaboration, allowing us to focus on what matters most: designing and crafting timeless furniture with care, precision and integrity.

Timeless by design. Made to remain.

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