

Terms and Condition – Enrichment/Finishes

Following conditions are additional to our existing General Terms and Conditions. If following conditions may conflict our General Terms and Conditions or are not consistent, the General Terms and Conditions apply unrestricted.

1. General

Prices stated above do not include any specific packaging nor transport. However t-c-w can supply such needs at additional costs. If not stated otherwise, the customer delivers the goods in mint condition, free from any surface layers and without corrosion/oxidation. If this can't be guaranteed, t-c-w can offer a pretreatment at additional costs. There is however no claim for such pre-treatments. If the customer delivers goods already cleaned and/or otherwise preprocessed, unexpected chemical reactions can occur during the production process that may alter the quality of goods. We advise to order a test run in those cases, in order to spot and avoid any problems that may occur.

2. Delivery

Delivery times have to be discussed from case to case. Important key aspect such as base material, filigree of the finish, workload and delivery lot can immensely influence the overall delivery time. We kindly ask for your understanding that we can't express any general delivery times, since our finishes are filigree handcrafted in Germany. If not stated otherwise by t-c-w, the completion date, or forecasted shipment date, where stated, is approximate only. If the customer fails to deliver goods and/or graphic files in time or needed quality, the delivery time is delayed likewise.

3. Copyright

The customer assumes full responsibility for claims or litigation arising from improper use of trademarks and copyrights. The customer agrees that by submitting material for use by t-c-w in producing an order, no laws will be violated. In addition, the customer agrees to hold t-c-w harmless and to accept responsibility for any damages, costs or expenses arising from the use of this material. T-c-w reserves the right to decline designs and/or productions. T-c-w does not provide a legal check whether any international laws, especially copyright, patents, property rights and trademarks are affected. The customer alone is responsible for checking any legal issues before providing designs to t-c-w. Furthermore the customer is obligated to check especially all current active laws regarding coinage rights and counterfeiting money if the desired design/order is legal.

4. Right to Claim

Complaints in regard of wrong or incomplete delivery or if the goods show visible damages, have to be promptly addressed to t-c-w. Upon request the customer has to send back damaged goods to t-c-w for further inspection. If the customer fails to declare any complaint within 14 days after delivery, t-c-w is no longer obligated to consider said complaint. t-c-w works with finest enrichments and various complex chemical processes. During the process unforeseen chemical reactions can occur in and on the goods, altering the quality. T-c-w has no influence on mechanical and chemical impacts during the enrichment process and therefore guarantees no warranty on such damages. This includes spots, stains, tarnishing, scratches and similar issues. T-c-w aims for the best possible quality and to fulfill our high set standards. However a rejection rate should be considered in order to minimize the risk of short shipment.

5. Damages within the manufacturing process.

Goods delivered to t-c-w for enrichments run through diverse mechanical and chemical treatments. T-c-w has the most modern machines which are especially balanced for coins and medals. Despite all taken safety precautions, a small rejection rate should be considered, especially since some numismatic products are famous for their extremely sensible surface. t-c-w therefore only covers damages due to culpable negligence, intention and rejection rates above the average. The aggregate indemnity of which t-c-w is liable in these cases, is equal to the working costs as set in the original order confirmation. A notice of defect has to be made directly after discovery, latest 14 days after receipt of goods.