

Terms and Conditions for Il Forno Picone Custom-Made Pizza Ovens

Welcome to Il Forno Picone! We are delighted to provide you with our custom-made pizza ovens, crafted with precision and tailored to your specific needs. Please read the following terms and conditions carefully before making your purchase.

1. **Order Confirmation and Downpayment:** Upon placing an order for a custom-made pizza oven, a non-refundable downpayment is required to secure your order. This downpayment confirms your commitment and allows us to begin the customization process.
 2. **Customization Process:** Our pizza ovens are uniquely designed to meet your specifications. Once the downpayment is made, we will commence the customization based on the details provided. Any changes to the order must be communicated within 30 days from the date of the downpayment.
 3. **Non-Refundable Downpayment:** After 30 days from the date of the downpayment, the downpayment becomes non-refundable. This policy is in place due to the personalized nature of our product, which involves specific materials and design elements that cannot be repurposed.
 4. **Delivery and Installation:** The estimated delivery and installation timeframe will be communicated to you at the time of order confirmation. While we strive to adhere to these timelines, unforeseen circumstances may cause delays. We will keep you informed of any changes.
 5. **Warranty and Support:** Our custom-made pizza ovens come with a warranty covering manufacturing defects for a specified period. Please refer to the warranty documentation provided with your oven for detailed information.
 6. **Customer Responsibilities:** It is the customer's responsibility to ensure that the specified dimensions and design meet their needs and that the installation site is prepared according to the requirements provided by Il Forno Picone.
 7. **Contact Information:** For any inquiries or support, please contact our customer service team through the provided contact information on our website.
- By proceeding with the purchase of a custom-made pizza oven from Il Forno Picone, you agree to these terms and conditions. We appreciate your business and look forward to delivering a product that enhances your culinary experience.