



Terms and Conditions for Custom-Made Products, June 2026

1. Offers and conclusion of contract

Orders placed with our company shall be deemed offers to purchase. Orders shall be deemed accepted once they have either been confirmed in writing or fulfilled without delay after receipt of the order. In such cases, the invoice shall serve as confirmation of the order. Our quotations, order confirmations, delivery notes and invoices must be checked for correctness with regard to quantity, external dimensions and product-specific details.

2. Prices

Unless expressly stated otherwise, all prices quoted by us are exclusive of installation and delivery.

3. Delivery and transfer of risk

Risk shall pass to the buyer once the goods are made available at the agreed place of delivery.

Unless otherwise agreed in the order confirmation, delivery shall be ex warehouse Vienna, Austria.

Failure to meet certain delivery deadlines or dates shall not release the buyer from setting a reasonable grace period. In all cases, our liability for material damage and financial loss arising from delay or impossibility shall be limited to intent and gross negligence.

If the customer does not accept the goods made available at the agreed time, we shall be entitled to insist on performance and store the goods at the customer's cost and risk.

4. Characteristics of wood

Wood is a natural product; its natural characteristics, variations and features must therefore always be taken into account. In particular, the buyer must consider its biological, physical and chemical properties when purchasing and using the product.

Variations in colour, grain, structure and other natural differences within the same species of wood, as well as possible resin seepage, are characteristics of the natural product wood and shall under no circumstances constitute grounds for complaint or liability.

5. Buyer's warranty claims

The buyer must inspect the goods immediately upon receipt for quantity and condition, and must notify the seller in writing of any obvious defects within 14 calendar days of delivery. Defects caused by insufficient care or improper further processing are excluded from warranty coverage. Warping of door leaves shall not constitute grounds for complaint if the customer applies the final coat of paint themselves, does so improperly, too late or not at



all, if the doors are exposed to excessive humidity, or if they are not removed during interior plastering and screeding works, or are not protected against excessive humidity during such works.

6. No right of withdrawal

There is no right of withdrawal for goods manufactured according to the customer's specifications or clearly tailored to the customer's personal needs.

7. Statutory warranty

The provisions on statutory warranty shall apply. For the supply of movable goods, the warranty period is two years from acceptance of the goods.

8. Customer service

Complaints based on statutory warranty claims or other complaints may be submitted to the following email address: shop@doorista.com.

9. Retention of title

The goods shall remain our property until payment has been made in full. In the event of late payment by the customer, we shall be entitled to exercise our rights under the retention of title clause.

It is agreed that enforcement of the retention of title shall not constitute withdrawal from the contract unless we expressly declare withdrawal from the contract.

10. Contact details for customer complaints

Consumers also have the option of using the EU Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr/> .

You may also submit your complaint directly to us at: shop@doorista.com.

11. Standards

We would like to point out that all our products are bespoke items manufactured according to traditional models, production methods and plans. In some areas, it is therefore unfortunately not possible for us to manufacture the products in full compliance with applicable standards (DIN, Austrian standards, etc.).

Our products therefore do not in some respects fall within the applicable standards, but they nevertheless meet the current quality and technical standards.

12. Jurisdiction



The place of performance and the place of jurisdiction for deliveries and payments, including actions relating to cheques and bills of exchange, as well as all disputes arising between the parties, shall be Vienna.