

ВИЛЕНИЦА

VILENICA STUDIO

General Information and Instructions for Laying

Technical Information

Availability:

Our standard lead time for production is 5-7 weeks, but it can be longer for complex projects and orders larger than 20 m².

Expedited orders:

Vilenica Studio Wallcovering ensures that all orders are dispatched on time. However, rush orders are available for an additional 30% of the retail value.

Customization:

Vilenica Studio offers custom color creation for any design. A fee of 100.00 euros is charged for developing a new color with three color options. The customer must provide Vilenica Studio with a sample of the color they want to produce. We ask for an advance payment before the start of production.

Pricing:

The prices are given in EURO and can be changed without prior notice. All orders are subject to the price in effect at the time the order is placed.

Custom fees:

The whole Vilenica Studio production is exempted from all custom duties in all the European countries. **Important:** The VAT is not part of the customs fees and is being charged on delivery according to the local law. Please review your local importing fees and taxes to avoid any surprises. We ship from Serbia. Refusal to pay any applied custom fees is not grounds for a refund. Please, check Custom Fees section of this page.

Terms of payment:

Delivery cannot be scheduled without full payment in advance.

Cancellations:

The cancellation must be made within 24 hours after the order has been confirmed. Orders can no longer be canceled after this grace period has expired. We cannot accept the cancellation of rush orders after confirmation.

Return policy:

Customized products or modified versions of standard products are the final sale and cannot be returned or replaced.

Damaged goods:

All products are carefully inspected and packaged before shipment. Please check your order for any damage upon arrival. If items arrive damaged, a replacement will only be sent if the damage is reported within 5 calendar days and accompanied by photos of the damage.

Vilenica Studio reserves the right to inspect a damaged product before undertaking any obligation to replace it. All costs of shipping for inspection are sole responsibility of the purchaser. Vilenica Studio is not responsible for any damage caused by improper installation, maintenance or operation.

Shipping:

All shipments will be made via carrier.

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Vilenica Studio wallcoverings are made of non-woven fabrics made of special cellulose and textile fibres, combined with polymer binding agents, Free of PVC, plasticisers and solvents harmful to health and fibre-glass-free. They are dimensionally stable and covers cracks and easy to remove after moistening with water.

NOTE: Handmade wallcoverings are unique. Variations in the product are to be expected and do not constitute defects. It is the paperhanger's responsibility to blend these irregularities into a presentation that gives balance and rhythm to the room or area into which this product is installed.

1. **Check the product:** Verify that the product matches your order (color, quantity and length of bolt).
2. **Conditions of the indoor environments:** Work with the material in a dry place at approx. 13°C (55°F), avoid drafts, cold and humidity.
3. **The walls:** The walls should be clean, smooth, dry and slightly absorbent.
4. **Paste/Glue:** Our products are made of non-woven fabrics and before pasting the paper to the wall you should choose a wall and mark a vertical line with a plumb line or laser bubble that the first bolt should follow.
Apply the paste with roller on the wall to an area equal to about one and half bolt (use a glue powder for non-woven fabrics, type OVALIT M or Solvite Ready to Roll, Delicate Wallcoverings Adhesive by Henkel, or a paste specifically for non-woven materials type GTV by Glutolin).
5. **First bolts:** Lay the first bolt starting from the top down, make sure that you follow the marked vertical line and spread the glue for the second bolt (to an area equal to about one and half bolt). Apply the second bolt by matching it perfectly ("joint against joint") to the initial bolt. Be careful not to let the excess glue leak out and in case that happens, remove paste from surface soon after contact with a dry, clean and soft cotton or microfiber towel. Do not use a wet cloth or sponge and do not rub to clean excess glue.
6. **Application and following bolts:** Ensure that the first two bolts are applied in perfect continuity, then continue applying the following bolts in the same way (for correct application, always check the amount of glue, especially on joints).
7. **Drying:** The drying time can vary between 12 and 24/36 hours, it depends on the location and the time of year.

Maintenance & cleaning: Wallcoverings should be cleaned primarily by vacuuming with a dust brush or with a dry, clean, soft cotton or microfiber cloth.

As with any cleaning, always run a test on a piece of wallcovering to determine the best approach.