

Purchase Process Guide

1. Introduction

Welcome to iCocoon Serenity, where technology, comfort, and elegance come together. This guide provides a complete overview of the purchase process.

Would you like to experience the iCocoon first? Visit our showroom and test the chair yourself. Traveling from afar? With your purchase, we will reimburse one hotel overnight stay. More information can be found in Chapter 6.

2. Ordering Process

2.1 Installation and Delivery

- **On-site installation:** When purchasing an iCocoon, installation is professionally carried out by our team on-site. In the Netherlands, Belgium, and Luxembourg, installation is included in the purchase price, provided it takes place on the ground floor or a higher floor with a sufficiently large and accessible elevator. If a suitable elevator is unavailable, installation on a higher floor is not possible. For other countries, installation is available upon request. Those who prefer self-installation will receive a detailed manual. If a suitable elevator is unavailable, delivery and installation on a higher floor are not possible.

- **Shipping & Transport Costs:**

- Within the Netherlands, Belgium, and Luxembourg: Delivery is included in the price (for ground floor deliveries).
- Within Europe: Transport costs outside the Netherlands, Belgium, and Luxembourg are determined upon request.
- Delivery time: Depending on stock and location, we aim to deliver your chair within 10 to 20 business days.

2.2 Payment

- **Pricing:** All prices include standard delivery and installation within the Netherlands, Belgium, and Luxembourg. Transport costs for deliveries to other European countries are calculated separately.
- **Payment options:** Payment can be made via credit card, PayPal, or bank transfer.

2.3 Flexible Pre-orders

- **Pre-order:** The iCocoon is available in various colors, but not all colors are immediately in stock. For pre-orders, we will discuss the estimated delivery time with you.

2.4 Rental Options

- **Rent the iCocoon:** The iCocoon is also available for rent, making it ideal for events, trade fairs, or special occasions.
- **Rental prices (excluding VAT):** • 1 day: €450 • 2 days: €850 • 3 days: €1,200 • 4 days: €1,500 • 1 week (including weekend): €1,750

- Contact us for availability and logistics.

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4. Rental Options

The iCocoon is also available for rental, ideal for events, trade shows, or special occasions.

Rental Prices (excl. VAT):

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- 2 days: €850
- 3 days: €1,200
- 4 days: €1,500
- 1 week (including weekend): €1,750

Contact us to discuss availability and logistics.

5. Warranty

- **Warranty period:** Upon purchase, you receive a standard 2-year warranty against manufacturing defects.
- **Conditions:** The warranty covers defects from normal use. Damage from misuse or improper installation is not covered. Our team is ready to provide advice and support.

6. Test Sitting in the Showroom

- **Experience the iCocoon:** Visit us and discover the ultimate luxury and comfort of the chair.
- **Cost reimbursement:** If you travel from afar to test the chair and decide to purchase it, we will reimburse the cost of one hotel night to make your experience as comfortable as possible.

7. Contact and Advice

Do you have any questions or want to learn more about the iCocoon? Our team is ready to provide detailed information about its features and specifications via phone, email, or an online consultation. We are happy to assist you in making the right choice.