

Terms of sale

Last updated 20 October 2026 Version 2.0

These terms apply when you buy a piece from Rollo Studio as a consumer, online at rollostudio.com, by email or on a quote. They sit alongside our [Returns](#), [Shipping](#), [Legal guarantee](#) and [Product safety](#) pages, which are part of these terms. Please read them before you order. You can print them or save them as a PDF with the button at the top of this page, and we send them to you again as PDF files with your order confirmation.

If you buy for a business (for example as an architect, interior designer, hotel, retailer or gallery), our [Trade terms of sale](#) apply instead.

1. Who we are

Rollo Studio is the trading name of **Bryant Creative Industries, S.L.U.** (Sociedad Unipersonal), a Spanish company.

- Registered office and studio: Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain
- NIF / VAT number: B26574954 / ESB26574954
- Registered in the Registro Mercantil de Valencia, Hoja V-231290, Inscripción 1ª
- Email: info@rollostudio.com · Phone: [+34 614 412 917](tel:+34614412917) · Showroom by appointment

In these terms “we”, “us” and “our” mean Bryant Creative Industries, S.L.U. “You” means the person buying from us as a consumer, that is, for purposes outside a trade, business or profession. You must be at least 18 years old to order.

2. Our pieces

Every piece is designed by us or with the studios we collaborate with, made in small numbers and finished by hand. That is part of what you are buying, so please read this section.

U• Collection. Printed tile by tile in plant-based PLA in our Valencia studio, then sanded, filled and painted, with a thick high-gloss clear coat over the colour, assembled and grouted by hand. The

grout lines between the tiles are left visible on purpose. Small differences in the joints, the depth of the gloss and the exact shade from one piece to the next are normal and are not defects.

Sand Editions (Aureole, Dune, Lavora, Noir, Orbital, Urban Stem, Organic Geometries, Stone Roses and Strata). Printed in quartz sand or sand composites with binder-jet 3D printing, then cleaned, assembled, wired where they are lamps and checked in our Valencia studio. The surface is raw and mineral: it is porous, shows the layers of the print and varies slightly in tone and texture. Quartz sand is strong in normal use but can crack or break if it is dropped or knocked.

Colours. Screens show colour differently, so the colours on this site, including the previews in the Colour Studio, are a guide. Colour Studio previews and some colour versions in our product photos are digital simulations. We paint to the RAL reference of the colour you choose. If you choose a custom RAL code, we confirm the match with you by email within 48 hours of your order; if we cannot match it, we cancel the order and refund you in full. You can ask for a painted colour sample before you order.

Photos and room scenes. We photograph our pieces as they are made. Some room settings on this site are composed or edited digitally, in some cases with AI tools, to show how a piece looks in an interior. We aim to show every piece exactly as it is made; the description, dimensions and finish on the product page are what you buy. Dimensions and weights on the site are as accurate as we can make them but can vary slightly from piece to piece.

Indoor use. Unless a product page says otherwise, our pieces are for indoor use in dry places. Lamps are made for 220-240 V mains (120 V versions only where we say so). Please read the [Product safety](#) information for your piece before you install or use it.

3. How to order online

1. Choose a piece and, where offered, a colour and light option. Add it to your basket or press **Buy now**.
2. In the basket you can review your pieces, change quantities or remove items, and choose your delivery zone. The delivery price is shown before you pay.
3. You then go to our payment page, run by Stripe, where you enter your email, phone number, delivery address and payment details. You can go back and correct any information at any time before you press the final payment button.
4. You see the total price, including taxes and delivery, before you pay. Pressing the **Pay** button means you are placing an order with an obligation to pay.
5. We send you an order confirmation by email.

The contract can be concluded in English or Spanish. If you live in the Comunitat Valenciana or another region with a co-official language and want the pre-contract information in that language, ask us and we will provide it.

We keep an electronic record of every order (order details, the version of these terms that applied, payment record and correspondence) for as long as Spanish law requires. You can ask us for a copy at any time.

4. When the contract is made

The contract between you and us is made when your payment is completed on the payment page. We confirm it by email, normally straight away and always within 24 hours. The email sets out your order, the price and the delivery commitment and has attached, as PDF files, these terms, our returns information with the model withdrawal form, and our legal guarantee information.

If you do not receive the confirmation, check your spam folder and then write to us.

5. Orders by quote, custom colours and commissions

Some pieces are sold on request, by quote. A quote is valid for 30 days unless it says otherwise. The contract is made when you accept the quote in writing (email is fine) and, where the quote asks for one, pay the deposit. The quote sets out the piece, the price, the delivery cost, the delivery commitment and any deposit.

Made to your specification. A piece is made to your specification when it is a one-off you have defined with us: a custom RAL code outside our 35 studio colours, a colour matched to your sample, a commission, or a change you ask for to a standard design that is not one of the options we offer (for example a different size, finish or configuration). Because these pieces are made for you alone, the right of withdrawal does not apply to them by law (Article 103(c) of the Spanish consumer law, the TRLGDCU). We always tell you clearly before you order when a piece falls into this category. Your [legal guarantee](#) applies in full.

Deposits and cancelling a piece made to your specification. For commissions we may ask for a deposit. If you cancel a piece made to your specification after the contract is made, we keep only the reasonable costs we have actually incurred up to that point (design time, materials ordered, work done), and we refund the rest. We show you how those costs are worked out. If we cancel it

for reasons on our side, we refund everything you have paid and compensate you for any loss this causes you, as the law provides.

6. Prices and taxes

- All prices are in euros (EUR).
- Our prices are the same for every destination. For delivery in Spain (except the Canary Islands, Ceuta and Melilla) and in the rest of the EU, they include VAT (IVA) at the rate that applies to your order. For delivery outside the EU VAT area, the sale is an export: when the export conditions are met, no Spanish VAT is charged on it. Your invoice shows the VAT that applies.
- Delivery is charged separately, at the rate for your zone, and shown before you pay. See [Shipping](#).
- For delivery outside the European Union, and to the Canary Islands, Ceuta and Melilla, import taxes (import VAT or its local equivalent, such as IGIC in the Canary Islands or IPSI in Ceuta and Melilla), customs duties and the carrier's clearance fees in the destination are **not included** and are payable by you on delivery. See [Shipping](#).
- We may change our prices, but a price change never affects an order we have already confirmed.
- If we show a reduced price, we also show the lowest price we charged in the previous 30 days.

Obvious pricing errors. If a price or description on the site is obviously wrong in a way you could reasonably have recognised (for example a missing digit), we will contact you before dispatch and you can choose to buy at the correct price or cancel and receive a full refund. We will never charge you a difference without your agreement.

7. Payment

- You pay the full price, including delivery, when you order. For quotes, the quote sets out the deposit and when the balance is due (always before dispatch).
- We accept the payment methods shown on the payment page, which always include the main debit and credit cards. Payments are processed by Stripe; we never see or store your card details.
- We do not charge any fee or surcharge for any payment method.
- If your card is in another currency, your bank or card issuer may convert the amount and charge its own fees.

- Like any shop, we may carry out fraud and security checks. If a payment is flagged as possibly fraudulent and we cannot verify it with you within 5 working days, we cancel the order and refund the payment in full.
- We send your receipt and invoice by email, which you agree to when you order. You can ask for a paper invoice at any time, free of charge, and withdraw your agreement to electronic invoices by writing to us. If you need a full invoice with your company details or VAT number, just ask.
- If you have a problem with an order, please contact us before disputing the payment with your bank. We usually solve things faster directly.

8. Delivery

Full details are on our [Shipping](#) page. In short:

- **In-stock pieces** (for example the Aureole Sun VXS wall lights) are dispatched within **5 working days** of your order.
- **Made-to-order pieces** (the U· Collection and other pieces made after you order) are dispatched within **6 weeks** of your order (for a custom RAL colour, of our email confirming the colour, which we send within 48 hours). Most are ready in 4 to 6 weeks.
- **Pieces on request** are dispatched by the date set in your quote.
- After dispatch, delivery normally takes 1-3 working days in Spain, 2-6 in the EU, 3-7 to the UK, Switzerland and Norway and 5-12 to the rest of the world. Customs can add time outside the EU.

The latest delivery date for your order is the dispatch time plus the transit time for your zone, unless we agree a different date with you before you pay. If we are going to miss it, we tell you as soon as we know. If we do not deliver by the agreed date, you can give us a reasonable extra period; if we still do not deliver, you can cancel and we refund everything you paid, including delivery. If we agreed before you ordered that a delivery date was essential, you can cancel straight away if we miss it.

The risk of loss or damage passes to you when you, or a person you name (other than the carrier), receive the piece. Until then, loss or damage in transit is our responsibility.

9. Your right of withdrawal and our 30-day returns

As a consumer buying at a distance, you have a **legal right to withdraw within 14 days** of receiving your piece, without giving a reason, except for pieces made to your specification (see section 5). On top of that, we offer **30 days** for in-stock pieces and for U· pieces made in one of our 35 studio colours.

You can withdraw by email, by letter, with the model form or with our online [withdrawal button](#). The full rules, the return costs and the model form are on our [Returns](#) page, which forms part of these terms.

10. Legal guarantee

Every piece has the **3-year legal guarantee of conformity** set by Spanish consumer law. This is your legal right, not an extra service, and nothing in these terms reduces it. If a piece is not as described, not fit for its normal use or develops a fault that existed when you received it, you are entitled, free of charge, to a repair or replacement and, where that is not possible, is not done within a reasonable time or does not solve the problem, or the fault is serious, to a price reduction or a refund. Details and how to claim are on our [Legal guarantee](#) page.

11. Using your piece safely

Please follow the instructions and warnings that come with your piece and on our [Product safety](#) page. In particular:

- Lamps that are wired into the mains (wall lamps without a plug and all pendants) must be installed by a qualified electrician following the wiring rules of your country.
- Our pieces are for indoor use in dry places. U· pieces must be kept away from heat sources, because PLA softens at around 55-60 °C.
- Stone Roses vessels are for dried flowers only and are not watertight.
- Never leave a burning candle unattended.

Damage caused by using a piece against its instructions, by an installation that did not follow them, by accidents after delivery or by normal wear and tear is not a lack of conformity. This does not affect your rights if the instructions we gave you were incomplete or wrong, or if the piece was faulty.

12. Our responsibility to you

We are responsible for loss or damage you suffer that is a foreseeable result of our breaking these terms or of our failing to use reasonable care and skill. Loss or damage is foreseeable if it is obvious that it will happen, or if, when the contract was made, both of us knew it might happen.

Nothing in these terms excludes or limits:

- your statutory rights as a consumer, including the legal guarantee and your right of withdrawal;
- our liability for death or personal injury caused by us, or for damage caused by a defective product under product liability law;
- our liability for fraud, wilful misconduct or gross negligence;
- any other liability that the law does not allow us to exclude or limit.

13. Events outside our control

We are not responsible for a delay or failure that is caused by events outside our reasonable control, such as natural disasters, fire, flood, epidemics, war, strikes at carriers or suppliers, failures of public networks or acts of authorities. If such an event affects your order, we tell you, and we do what we reasonably can to reduce the delay. If the delay becomes significant, you can cancel and we refund everything you paid for the pieces not delivered.

14. When we may cancel an order

We may cancel an order before dispatch, with a full and immediate refund, only for one of these reasons, and we tell you which:

- the payment cannot be verified as genuine (see section 7);
- the delivery address is in a place we cannot lawfully ship to, including countries under EU sanctions;
- the delivery address is in the Canary Islands, Ceuta or Melilla, which we do not serve online (see [Shipping](#)), and you prefer not to accept our quote for delivery there;
- the price or description was obviously wrong (see section 6) and you prefer not to buy at the correct price;
- an in-stock piece has just been sold and you prefer not to wait for us to make a new one;

- we cannot match a custom colour (see section 2).

If a piece you ordered turns out to be unavailable, we tell you and refund you without delay. We will only offer a substitute if you agree to it.

15. Our designs

Our designs, product shapes, names, photographs, texts and files are protected by intellectual property law and belong to us or to the people who license them to us. Buying a piece gives you ownership of that piece. It does not give you any right to copy, reproduce, scan, 3D print or commercially exploit its design. You are welcome to photograph your piece in your home and share it; please credit Rollo Studio.

16. Complaints

If something is not right, tell us and we will put it right where we can.

- **How:** by email to info@rollostudio.com, by phone on +34 614 412 917, by post to Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain, or through our [contact form](#).
 - **What we do:** we register every complaint and send you a reference number and a written acknowledgement. We reply as soon as possible and **within 15 days at the latest**.
 - **Complaint forms:** official complaint forms (hojas de reclamaciones) are available at our studio and showroom.
 - **Out-of-court resolution:** we are not currently adhered to a consumer arbitration or alternative dispute resolution scheme. If we cannot resolve your complaint, we will tell you in writing which body is competent (the Junta Arbitral de Consumo de la Comunitat Valenciana) and whether we will take part in its procedure. You can also contact your local consumer office or, for cross-border issues within the EU, the European Consumer Centre in your country.
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17. Your personal data

We use your personal data to process and deliver your order and to keep the records the law requires, as explained in our [Privacy policy](#).

18. Changes to these terms

We may update these terms from time to time, for example when the law changes. The version that applies to your order is the one on the site when you placed it; we date and number every version and keep old versions. You can ask us for the version that applied to your order.

19. Law and courts

These terms are governed by Spanish law. If you live in another country, you also keep the protection of the mandatory consumer law of your country of residence.

If you are a consumer, you can bring a claim in the courts of your place of residence or in the courts of València. We can only bring a claim against you in the courts of your place of residence.

20. Language

These terms are available in English and Spanish. Both versions have the same content. If there is a difference between them, the version more favourable to you applies.