

## TASTE FURNITURE - TERMS & CONDITIONS

Thank you for your order; it will be actioned immediately and we will contact you as soon as your order is ready. By placing your order, you agree to our Terms & Conditions.

- RECEIVING ORDER:** Delivery dates are approximate only and delays of up to 4-6 weeks can occur in this labour-intensive industry. Lead times may vary on imported product due to shipping fluctuations and Customs clearing constraints. Some deliveries will be subject to fabric/raw material availability. Delivery dates are approximate and do not form part of our sales contract. Taste Furniture does not offer compensation for any delays that may occur. Taste Furniture accepts no responsibility for furniture that is incorrectly ordered by the customer, including inaccurate measurements.
- SECURITY DEPOSIT:** A security deposit of 40% of the purchase price must be paid when goods are ordered.
- ORDER NUMBER:** Please quote your sales order number each time you have an enquiry.
- CHANGING/  
CANCELLING ORDER:** An order can be changed within the first 24 hours of order placement. This will attract a \$60.00 administration fee. If any whole order or part of an order is cancelled, no refunds will be given. Freight costs incurred in returning any items are your responsibility.
- PAYMENTS:** Once all products on your order are available for supply, a Tax Invoice will be generated. The title of goods will only pass upon receipt of full payment of that Tax Invoice by either cash or clearance of funds into our bank account. A dishonour fee of \$50 will be charged if any payment made to us by cheque or other payment instrument is dishonoured or if the whole or part of a payment to us by direct debit is rejected. We require full payment before collection or before delivery arrangements can be made. Any expenses, costs or disbursements incurred by Taste Furniture in recovering any outstanding monies including debt collection agency fees and solicitor's costs, shall be paid by the customer providing that those fees do not exceed the scale charges as charged by that debt collection agency/solicitor. NB: Please allow 7 days for despatch of goods if payment is made by telephone or personal cheque – otherwise payment can be made in person at our distribution centre (no cash accepted) or our showroom.
- APPROX DELIVERY DATE:** This is the date we anticipate the product arriving at the Taste Furniture distribution centre and NOT the date we will deliver to your premises. Please email any enquiries to our distribution centre on: [aftersales@tastefurniture.com.au](mailto:aftersales@tastefurniture.com.au).
- COLLECTION:** Our Distribution Centre is open for collection of goods on Tuesday, Thursday and Friday, 10.00am to 4.00pm (excluding public holidays). Please ring our Distribution Centre at least 24 hours prior to your intended collection date to enable an efficient collection process. Collections from showrooms also have to be booked in advance. Once the goods are collected from our premises, we are no longer responsible for them and any damage incurred in transit is at your expense. Please bring any packing material you may require. If your order is collected and deemed faulty, that product will need to be returned to our Distribution Centre. We reserve the right to replace or repair such product. All goods from Taste Furniture are packaged and we require such goods be collected in that packaging, or a rubbish removal surcharge will apply.
- HOME DELIVERY/PICKUP:** We offer a delivery service Monday to Friday for which a delivery fee applies. Delivery times can only be quoted by our delivery subcontractor. All goods must be picked up or delivered within 7 days of notification that the order is complete. Goods not collected will incur a storage charge of \$45 (+ GST) per week. The customer is responsible for verifying building access and all entry measurements. We reserve the right for part delivery. We are unable to remove packaging. Taste Furniture must be notified within 72 hours of delivery of any product deemed faulty, and we reserve the right to replace or repair such product. We will require photos of faulty product from at least 2 angles and from 1.5 metres in normal daylight.
- QUOTATIONS:** Any quotation is a guide only and not an offer to sell at that price.
- ACCESSORY RETURNS:** Product cannot be returned without the approval of the showroom manager. Exchange only will be made for any accessory items returned within 24 hours of purchase, in their original package and undamaged. All exchanges must be accompanied by the original sales docket (paintings, pots, lamps, bed linen and packaged goods must be unopened). With manager approval, a store credit can be issued, but no refunds will be given. All claims are on a returned back to distribution centre basis and any associated costs are at customer's expense.
- TIMBER/LEATHER:** When purchasing timber and/or leather products, keep in mind that no two pieces are ever the same – after all we are dealing with nature and hand-made products. Look for the distinguishing characteristics of timber/leather (eg veins, knots, different grains), for these are your guarantee of a natural product. This will always result in a final variation in colour/stain. PU/Vinyl grains may also vary. Colour transfer can occur from clothing to leather products.
- CARE INSTRUCTIONS:** Refer to our website in the near future for care instructions.
- INJURIES:** We are not responsible for any injuries which you may sustain as a result of your handling of the goods.
- OUR OBLIGATIONS:** A service callout fee of \$80.00 + gst applies to all possible warranty inspections. Please refer to guarantee/warranty received with order for details on warranty of individual products. Retain your Tax Invoice as proof of purchase for all warranty issues. Warranty is non-transferable and only applies to those named on the receipt and only applies at the delivered address. All claims are on a returned back to distribution centre basis and any associated costs are at customer's expense. The Retail warranty does not apply to Commercial application.
- Should a warranty call be required, that warranty call will be arranged by a Taste Furniture approved Warranty Agent, within a 4 hour window Monday to Friday. If remedial work is necessary, that work will be completed at that time, if required the product may need to be picked up, if work cannot be completed on site.
- If warranty call cancelled by Customer without 48 hours notice or Warranty Agent declined access to goods and a new callout is required an \$80 + gst callout charge will apply, payable prior to further work being done.
- This warranty is in addition to the rights granted by relevant State and Federal laws, and in particular the Trade Practices Act 2010 and corresponding State Fair Trading legislation. Please ensure that you keep your receipt in order to validate your warranty.
- We are not responsible for any marks, dents, stains or colour transfer from items purchased when placed on your floors. It is your responsibility to protect your floors.