AUSTRALIAN DESIGNED AND MANUFACTURED

arthurG

Terms and Conditions

ESTABLISHED 1979 ARTHURG.COM.AU

TERMS AND CONDITIONS

GUARANTEE

Arthur G proudly offers a 10 year structural guarantee on residential orders and a 7 year structural guarantee on commercial orders, on their range of locally manufactured furniture from the date of delivery or pickup (collection of goods by the client). The guarantee excludes damage caused by accident, misuse or neglect and does not extend to upholstery (leather and fabrics), or normal wear and tear. The guarantee applies to the original purchaser and is not transferrable or assignable. If a claim needs to be made, delivery to and from Arthur G is the responsibility of the purchaser, unless otherwise authorised by Arthur G in writing.

To adhere to our guarantee, refer to Arthur G Furniture Care guidelines.

DEPOSIT

Arthur G requires a minimum 40% deposit at the time of order placement. Production will not commence without receipt of deposit from the client or client's representative.

ALTERATION, RETURN & CANCELLATION POLICY

Arthur G offers a three day cooling off period. If a cancellation is to be made, the client must notify Arthur G in writing within three days of order placement. After this time, the client chooses to forfeit their deposit amount, or at least 20% of their order total. Changes to orders (after order placement), must be submitted in writing to Arthur G, for approval. Changes after the cooling off period may incur a cancellation or alteration fee. Refunds on any deposits can take up to two weeks to process.

Given the custom nature of Arthur G, we do not provide refunds for change of mind items, once an item has commenced production or been completed.

Arthur G provides alterations and customisation to their standard range of furniture. Depending on the number of alterations required, additional costs may be incurred by the client. Approval of alterations are at the discretion of Arthur G. Custom furniture cannot be returned, or exchanged.

LEAD TIMES

Arthur G's standard manufacturing lead time is six - eight weeks, excluding fabric and leather availability. Fabric and leather availability is often determined by circumstances out Arthur G's control. During and after sale periods, the lead time is subject to change. All lead times quoted at order placement are approximate, and are subject to change. Arthur G will endeavour to notify the client of delays if deemed necessary.

FINAL BALANCE

Any amount owing at completion of production, is due by the client prior to delivery or collection. Final balances must be cleared before the goods can be released or one day prior to delivery. Arthur G accepts Visa, MasterCard, Cash, Cheque, or Direct Deposit by Electronic Funds Transfer (EFT). Payments made by Cheque or EFT must be cleared in the Arthur G's bank account before the goods can be released.

To make a payment to Arthur G by EFT, please see banking details below:

BSB: 063 209
Account Number: 1017 5443
Account Name: Arthur G Retail
Please use the order number or client surname as the reference.

DELIVERY, COLLECTION & ACCESS

A standard delivery is considered to be within 25KM of the CBD and located on ground floor. All deliveries are quoted as standard unless otherwise specified by the client at the time of order placement. Delivery locations and circumstances outside of the standard requirements will be quoted. If the carrier encounters difficulty with a delivery, or deems the delivery to be outside the standard, and additional fee may be incurred by the client. If a booked delivery is cancelled, or changed due to the client, an additional fee may be charged to the client. Arthur G is unable to remove old or existing furniture, at the time of delivery.

Occasionally items may become damaged during transit. On receipt of your order, please review the packaging and item to ensure no damage has occurred. Should you have any concerns, please contact your Arthur G consultant in writing within 48 hours of receiving your order.

ACCESS

Delivery access is the responsibility of the client. It is the responsibility of the client to check measurements of their ordered pieces against the intended space, and the access required to deliver items into this space or building. If a client is unsure whether an item will fit within in their required space, or within standard delivery guidelines, an access check may be requested. This will incur an additional fee.

Arthur G does not take any responsibility if items do not fit.

COLLECTION

Small items may be collected from Arthur G's Head Office or showroom. Due to Occupational Health and Safety, showroom staff are not permitted to load a client's vehicle. Items which require more than one person to carry, can only be collected from Arthur G's Head Office. Here assistance to load your vehicle will be provided. Arthur G Designs recommends arranging assistance when unloading collected items at the delivery address.

STORAGE

Once your order has been completed, and the delivery due date as specified by you (the client) has been reached, you will have 14 days to take delivery.

Should you be unable or unwilling to take delivery of your order within 14 days, you will need to apply to store your good/s at Arthur G. In order for your good/s to be stored after 14 days, the final balance of your order must be processed prior. Once final balance is processed, your order will incur storage fees of $50 per week until the time your good/s can be delivered or are collected. This fee is based on a standard order size as deemed by Arthur G, and storage fees may increase depending on the cubic metre size of your order. All storage fees must be settled prior to your item being delivered or collected.

If your order is stored for more than three months, you will be billed your storage fees to date, and required to process this invoice in order for Arthur G to continue to store your item.

Arthur G is under no obligation to continue to store your good/s. It is the responsibility of the client to make alternative arrangements if your good/s cannot be stored at Arthur G.

Should you become aware at any point during the manufacture of your order, of any delay affecting the delivery of your order, please notify Arthur G immediately. Only extenuating circumstances will be considered.

A GUIDE TO SUCCESSFUL DELIVERY

CONFIRM PRODUCT DIMENSIONS

If purchasing a standard sized item, refer to the width, length and height provided on the spec card found on our website. For custom sized items, refer directly to the quoted dimensions.

MEASURE YOUR SPACE

Identify where the purchased piece of furniture will be placed, and confirm the width, depth and height in this space, ensuring the item will fit. If unsure, we recommend using painters tape to mark out the width and depth of your new furniture on the floor.

Due to the handmade nature of all Arthur G furniture, we recommend allocating an additional 15% to all dimensions when measuring for access.

MEASURE ACCESS

Identify the best route from outside your property to the room in which the furniture is to be placed. Measure the width and height of doorways, staircases, hallways and elevators the piece will need to pass through in order to make it to its final place. Take into consideration any tight turns, door openings and any architectural details that may impede access.

For homes where access is via an elevator, confirm the interior height, elevator depth and door opening.

Compare these access measurements with the dimensions of your new piece of furniture, to ensure it will fit into the desire space.

An access check can be arranged by Arthur G, at the cost of the client, if delivery access is uncertain.

CLIENT ACKNOWLEDGEMENT

This is an agreement between Arthur G Designs PTY LTD and you, 'the client'. Clients must notify Arthur G immediately of any changes to the final order and take full responsibility for the details provided to Arthur G.

I, the client, have read and understood and accept the Arthur G's Terms and Conditions.

CLIENT NAME:

ORDER NUMBER:

CLIENT SIGNATURE:

DATE:

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