

Terms And Conditions Of Sale

General

By placing an order via this website you agree to be bound by the following terms and conditions of sale. All orders placed on this website must be done in good faith, and are considered as a purchase. All details supplied during the ordering process must be true and correct.

Pricing

The prices listed on this website include GST, but do not include shipping costs. Shipping costs are added as you proceed through checkout. You can also find Delivery Charges in the Help Section in the left-hand margin. All prices are subject to change without notice. Pricing shown on this website is correct at time of purchase.

Payments

Payments may be made by any of the following methods:

- Paypal
- Bank Deposit

Product Warranty

Artistic Timber Floors offers no warranty on products above that which is offered by the relevant manufacturer. Buyers shall determine the suitability of goods for their intended use, and assumes all risk and liabilities for consequences arising from the use of goods, either separately or in combination with other goods, or from the use of damaged goods. The warranty does not cover products which malfunction as a result of improper installation or misuse, nor any resulting loss or damage incurred either directly or consequently. The liabilities of Artistic Timber Floors under all warranties, either expressed or implied, shall be limited to replacement of defective goods supplied by it.

Delivery

Goods sold on this website by Artistic Timber Floors are shipped within Australia via Australia Post, TNT, Couriers Please or Sendle. We reserve the right to choose which method would suit your area best. We endeavour to despatch your order within 1-2 business days after placement of order dependant on stock levels. Shipping time varies from area to area, and can be anywhere up to 10 working days (from despatch) within Australia. In the case where multiple products are ordered together, the order will not be sent until all the products ordered are in stock, and ready for despatch. In circumstances where a particular product will be delayed for a lengthy time, Artistic Timber Floors will endeavour to advise the customer of the situation and make any arrangements or adjustments necessary.

Upon Receipt Of Order

The customer is required to visually check the consignment for signs of damage. In cases where the consignment is damaged in transit, the customer must contact Artistic Timber Floors immediately. Before opening any product boxes, please check that you have been sent the correct product. Artistic Timber Floors can only accept return products in their original condition.

Return Policy

Artistic Timber Floors offers a 7 * day return allowable if the products received are incorrect, provided the product is returned unused, in the original undamaged box

including all original packaging, original owner's manuals, warranty card and any included accessories that came with the product. We reserve the right to charge an \$10.00 or 15% restocking fee (whichever is the greater) and replacement cost, or refuse the return if the items are returned incomplete or damaged in any way.

Except in cases where the product was shipped in our error or was considered to be faulty on arrival, the purchaser is required to pay all costs incurred with regard to shipping the product back to Artistic Timber Floors. Return of specially manufactured and sourced item, will not be accepted.

* Effective from date of receipt

Returns Procedure

In order to return a product(s), please contact us, either by email at artistictimber@gmail.com, or on the relevant phone number found on our website. We will then advise you of the return procedure. If the item is a defective exchange, Artistic Timber Floors will pay the return shipping costs for the replacement item. Upon receipt of the returned defective product (as deemed by the customer) Artistic Timber Floors will inspect, and if found not to be defective, Artistic Timber Floors will deduct the standard restocking fees (subject to our Return Policy) plus shipping costs, or return the product to the customer at the customer's expense.