



## TERMS OF PURCHASE

### DISCLAIMER

**DAMAGED ITEMS:** MUST BE REPORTED WITHIN 24HRS OR NO CLAIMS WILL BE ACCEPTED. THESE WILL BE REPLACED OR REFUNDED. BISQUE INTERIORS WILL NOT ACCEPT LIABILITY FOR ANY BREAKAGE OR DAMAGE TO GOODS, WHICH HAVE BEEN MOVED FROM THE ORIGINAL DELIVERY POINT. IMAGES ARE REQUIRED FOR ASSESSMENT. PLEASE RETAIN ORIGINAL PACKAGING FOR REPACKING OR PHOTOGRAPHING IF REQUIRED.

**FAULTY GOODS:** WILL BE REPLACED ONCE RETURNED TO BISQUE INTERIORS. BISQUE INTERIORS WILL NOT ARRANGE A RETURN UNLESS THE ITEM/ITEM'S ARE IN THE ORIGINAL PACKAGING AND AT THE ORIGINAL PLACE OF DELIVERY. IF THE SAME ITEM IS NOT AVAILABLE A CREDIT WILL BE ISSUED, THIS CAN BE USED TOWARDS THE NEXT ORDER OR A SIMILAR PRODUCT BUT MUST BE USED WITHIN 12 MONTHS FROM DATE OF ISSUE. **NO CREDIT WILL BE GIVEN ON FREIGHT.** REPLACEMENT ITEM/S WILL BE DELIVERED TO THE ORIGINAL ADDRESS SUPPLIED BY THE PURCHASER.

**RETURN POLICY:** RETURNS WILL INCUR A 20% RESTOCKING FEE, ONLY A CREDIT WILL BE ISSUED NOT A REFUND. ITEMS ARE TO BE RETURNED WITHIN 7 DAYS AND MUST BE IN THE ORIGINAL PACKAGING AND IN ORIGINAL CONDITION. ALL FREIGHT COSTS INCURRED ARE TO BE PAID BY THE PURCHASER. NO RETURNS WILL BE ACCEPTED ON SALE ITEMS SO PLEASE CHOOSE CAREFULLY.

**VARIATION TO STOCK:** ALL OUR PRODUCTS ARE QUALITY CHECKED, VARIATION TO STOCK OCCURS DUE TO THE CHARACTER OF THE PRODUCT (RECYCLED OR HAND MADE) OR FROM BATCH TO BATCH THIS IS **NOT A FAULT**. BISQUE INTERIORS WILL NOT REPLACE, CREDIT OR REFUND IN SUCH CASES. IT IS THE RESPONSIBILITY OF THE PURCHASER TO NOTIFY US IF THIS IS VITAL TO THEIR PROJECT.

**STYLE VS ENVIRONMENT:** PLEASE CHOOSE CAREFULLY WHEN CONSIDERING CERTAIN ITEMS, STYLE VS ENVIRONMENT IS VERY IMPORTANT, CONSIDER THE PRODUCT AND THE MATERIAL THEY ARE MADE FROM WHETHER IT WILL BE SUITABLE. WE WILL NOT REFUND, CREDIT OR EXCHANGE IF IT IS OBVIOUS THAT THESE ITEMS ARE NOT SUITABLE IN THIS SITUATION. IF NOT SURE CONTACT US OR OUR NEAREST AGENT TO YOU.

**SHOWROOM SAMPLES:** MAY VARY TO THOSE IN STOCK AT THE TIME. IT IS THE RESPONSIBILITY OF THE PURCHASER TO NOTIFY US IF THIS IS VITAL TO THEIR PROJECT. SAMPLES SOLD FROM THE SHOWROOMS ARE SUBJECT TO PAYMENT BEFORE COLLECTION (as per our terms of payment), FREIGHT ON THESE ITEMS WILL BE CHARGED ACCORDINGLY.

**PRO-FORMA CUSTOMERS:** MINIMUM ORDER IS \$150, OTHERWISE A SURCHARGE OF \$25 WILL APPLY. PAYMENT IS REQUIRED WITHIN 7 DAYS; GOODS WILL NOT BE DISPATCHED UNTIL FULLY PAID. IF PAYMENT HAS NOT BEEN RECEIVED AFTER THIS TIME GOODS WILL BE RE-ALLOCATED AND RETURNED TO STOCK. ALTERNATIVELY A 50% DEPOSIT WILL HOLD STOCK FOR A FURTHER (REASONABLE) PERIOD. IT IS THE RESPONSIBILITY OF THE PURCHASER TO CHECK THE INVOICE/PRO FORMA THOROUGHLY FOR DISCREPANCIES OF SIZE, STYLE, AND DELIVERY ADDRESS ETC BEFORE DISPATCH. ANY ADDITIONAL COST THAT MAY INCUR, EG RE-STOCKING FEE OF 20%, FREIGHT CHARGES, DUE TO ANY DISCREPANCIES WILL BE CHARGED TO THE PURCHASER. GOODS THAT ARE RETURNED WILL BE ISSUED A CREDIT TOWARDS NEXT PURCHASE.

**ACCOUNT CUSTOMERS:** TERMS ARE STRICTLY 30 DAYS FROM DATE OF DELIVERY. SHOULD THE ACCOUNT EXCEED OUR TERMS A LATE FEE OF 5% WILL APPLY AND A RISK OF CANCELLATION OF THE ACCOUNT FACILITY? (Please refer to Trading Term Agreement)

**LEAD TIMES ON DELIVERY:** DISPATCH FROM BISQUE WAREHOUSE IS ESTIMATED 7 DAYS FROM PAYMENT, THIS MAY VARY IN PEAK TIMES. ONCE ORDERS ARE DISPATCHED FROM OUR WAREHOUSE WE CAN ONLY ESTIMATE TIME OF ARRIVAL AND SHOULD ONLY BE USED AS A GUIDE LINE. BISQUE INTERIORS WILL NOT BE LIABLE FOR ANY LATE DELIVERIES. IF YOUR ORDER IS TIME SENSITIVE PLEASE ALLOW FOR ANY DELAYS. WE WILL PROVIDE OUR CUSTOMERS WITH THE NECESSARY DETAILS TO TRACK ORDERS; IT IS THE RESPONSIBILITY OF THE PURCHASER TO CONTACT THE COURIER FOR DELIVERY TIMES.

**COLLECTION FROM BISQUE WAREHOUSE:** FOR THOSE CUSTOMERS WISHING TO COLLECT THEIR ORDER FROM OUR WAREHOUSE A SURCHARGE OF \$25 WILL APPLY. IT IS NECESSARY TO BOOK IN ADVANCE. PICK UP TIMES ARE ONLY BETWEEN 9AM-4PM MONDAY-FRIDAY. WARRANTY WILL NOT BE GIVEN FOR ANY DAMAGES THAT OCCUR AFTER LEAVING OUR WAREHOUSE THIS IS THE RESPONSIBILITY OF THE PURCHASER AND THEIR FREIGHT PROVIDER AT THE TIME.

**ITEMS NOT IN STOCK:** WILL BE PLACED ON BACK ORDER. BISQUE INTERIORS CANNOT GUARANTEE TO HOLD ITEMS IN STOCK UNTIL BACK ORDER ITEMS ARE AVAILABLE FOR THOSE CUSTOMERS REQUESTING THE ORDER IN ONE DELIVERY AND SHOULD ITEMS FOR COMPLETION OF ORDERS BE MORE THAN 14 DAYS AWAY WE REQUIRE A DEPOSIT OF 50% TO HOLD STOCK THAT IS AVAILABLE.

**ESTIMATED TIME OF ARRIVAL ON BACK ORDERS:** UNFORTUNATELY THIS IS NOT ALWAYS UNDER OUR CONTROL, WE TRY TO ESTIMATE INITIALLY TIME OF ARRIVAL BUT THIS SHOULD BE NOT TAKEN AS DEFINITE, WE ASK OUR CUSTOMERS TO PLEASE MAINTAIN CONTACT WITH US FOR ALL FUTURE UPDATES AS THIS MAY SUBSTANTIALLY VARY.

**ITEMS ON HOLD:** WILL BE HELD FOR THREE DAYS ONLY, AFTER THIS TIME ITEMS WILL BE RETURNED TO STOCK WITHOUT NOTICE.

**DELIVERY CHARGES:** OUR DELIVERIES ARE A DROP OFF SERVICE ONLY UNLESS OTHERWISE SPECIFIED AT THE TIME OF PURCHASE. IF DELIVERY SITUATION CHANGES AFTER DISPATCH SUCH AS RE-DELIVERY, RE-DIRECTION, EXTRA ASSISTANCE ADDITIONAL COSTS WILL INCUR. THESE COSTS ARE THE RESPONSIBILITY OF THE PURCHASER AND PAYABLE TO BISQUE INTERIORS BEFORE THE DELIVERY IS FINALISED.

**CREDIT CARD PAYMENTS:** WILL INCUR A 2% SURCHARGE CUSTOMERS THAT WISH TO AVOID THESE COSTS CAN DIRECT DEPOSIT INTO OUR BANK ACCOUNT BSB 032585 A/C 177739.

**PRICING:** PRICES ARE SUBJECTED TO CHANGE WITHOUT NOTICE, HOWEVER WE WILL HONOUR THE PRICE FOR A PURCHASE ALREADY IN PROGRESS.

**Please refer to our web site [www.bisqueinteriors.com.au](http://www.bisqueinteriors.com.au) for any update on pricing, products & new events.**

**Bisque Interiors is environmentally friendly so we encourage our customers whenever possible to download our latest catalogue and price list.**

**We also encourage our customers to send their comments and suggestions they may have to help us serve them better in the future!!**

**TO: [sales@bisqueinteriors.com.au](mailto:sales@bisqueinteriors.com.au) or [accounts@bisqueinteriors.com.au](mailto:accounts@bisqueinteriors.com.au)**

**THE BISQUE TEAM IS HERE TO SERVE YOU!!!**