

ATTENTION CUSTOMERS

TIMBER FLOORING CLEARANCE CENTRE PURCHASING TERMS & CONDITIONS **INFORMATION REGARDING INSTALLATION INSTRUCTIONS AND WARRANTIES**

- Credit card payments will attract a surcharge, please request a copy of the current fee schedule.
- A 20% deposit is required to place all orders. Deposits are non-refundable. For your rights as a consumer please refer to the ACCC.
- Charges apply to have your flooring delivered. Unless organised at the time of purchase we DO NOT deliver upstairs and will carry the goods no further than 10 metres on an even and flat surface. If we arrive and the access differs from what was advised, an additional fee payable immediately will apply. If you refuse to pay the additional fee we reserve the right to return your flooring to our warehouse where re-delivery will require the delivery fee to be paid again on top of the additional fee.
- Bamboo and timber are natural products. Colour, texture and shade may vary from samples shown. It is normal for these products to exhibit minor surface cracking.
- Timber is a natural product. No two pieces are the same. Product may have gum veins and knots different from samples shown.
- All flooring is likely to lighten (from wear and exposure to sunlight) or darken (natural ageing) over time.
- Do not expose your flooring to direct sunlight or excessive moisture. Wipe up spills IMMEDIATELY and clean with a damp (not wet) mop only.
- Slab heating and evaporative air conditioning may adversely affect your flooring. Warranty may be void if flooring is installed under these conditions.
- We are a retailer. We do not manufacture, import or install flooring.
- Any installer information given to you by us is in no way a recommendation. We do not employ installers.
- Please follow all manufacturers installation instructions. These can be found inside the packaging of your flooring purchase. If you are unable to find these instructions please contact us and we will provide you with a copy. If the instructions are not followed you may void your warranty. THIS INCLUDES DIRECT STICK – if you choose to direct stick your flooring you may void the manufacturer warranty.
- If you are installing flooring in any dwelling that is part of a body corporate, it is YOUR responsibility to check any regulations they may have regarding flooring and/or acoustic underlay.
- Any measurements we give you based on house plans are ESTIMATES ONLY. It is YOUR RESPONSIBILITY to ensure your site is measured by your chosen installer and that you order sufficient flooring, underlay, scotia, trims, consumables and anything else you may need.
- All products are sold with a manufacturer's warranty. Warranty information can be found inside the packaging of your flooring purchase. If you are unable to find the warranty please contact us and we will provide you with a copy. Warranties are held with the manufacturer who in some cases may be represented by the wholesaler.
- Unfortunately we are not able to offer full price returns. Any UNOPENED boxes in good condition can be returned to our warehouse for a HALF PRICE refund.