

# Conditions of Sale

1. This price list supersedes all others and will be subject to change without notice.
2. Quantities:  
Even though quantity estimates are prepared with maximum attention, Craft Décor do not guarantee quantities measured from plans. Clients are advised to check all quantities to their satisfaction and if the goods are over supplied or under supplied Craft Décor do not take any responsibility.
3. Where goods are delivered to a building site or any other point specified by the buyer the goods are at the risk of the buyer in all respects as from the time of delivery whether or not any receipt for delivery is given at the time of delivery.
4. Returns:
  - a) Goods must be returned within 21 days of delivery date, accompanied with the original receipt.
  - b) Goods will only be accepted in full cartons if they are in good order and condition and are of current stock.
  - c) Claims for credit of damaged goods must be made within 5 days of delivery date.
  - d) All goods returned to Craft Décor must be signed for by an authorised employee at Craft Décor.
  - e) A credit receipt note must be obtained from Craft Décor to substantiate return of goods.
  - f) Credit of goods returned will be made at the purchase price less a 15% handling fee.
  - g) Goods returned to a branch of Craft Décor and not to the warehouse will attract an additional charge of \$2.50m<sup>2</sup> for freight.
  - h) No returns on sale items, discontinued lines or goods out of stock.
5. No responsibility will be accepted by Craft Décor for damage which occurs from the use of acids in cleaning ceramic tiles.
6. Due to the inherent nature of ceramics, shade variation from shipment to shipment must be anticipated. If there is any doubt relating to the colour or durability of the goods, please contact Craft Décor for information prior to fixing of materials. Unfortunately no responsibility will be accepted for the goods once they have been fixed.
7. Ceramic tiles are not guaranteed against crazing. Any guarantee is to the extent of that given by individual manufacturers.
8. Orders may be cancelled at the company's discretion, if removal of goods is unduly delayed.
9. Installation :  
If goods are found to be of a defective nature, it is the responsibility of the purchaser to notify Craft Décor before installation otherwise no responsibility will be accepted by Craft Décor ie crazing, glaze defects, chips, warpage and extreme colour variation.
10. Wax / Polished Porcelain Tiles:  
Protective wax applied to polished porcelain tiles must be removed on random tiles to check the surface quality prior to installation. If any doubt exists, the customer or the installer must notify Craft Décor before commencing installation. Craft Décor will accept no responsibility for defects ie inconsistent polish occurring during the manufacturing process.
11. As some ceramic glazes, being of a smooth nature, can become scratched by foreign abrasive material during installation, we recommend that immediately after fixing the product that suitable protective measures should be taken to avoid unnecessary damage. Craft Décor recommend the cleaning and sealing of all polished porcelain products prior to grouting.
12. All goods remain the property of Craft Décor until all monies owing have been received by Craft Décor.
13. Storage:
  - a) Goods will be held in our Fremantle warehouse for 14 trading days from the date of purchase on the proviso that 20% of the purchase price is paid.
  - b) Customers requiring storage up to 45 trading days must pay for all goods purchased, in full, within 30 days of the purchase date.
  - c) A 20% handling and storage fee will apply to all cancelled orders within 45 trading days from the purchase date. This fee will be deducted from any refund given. Refunds will not be given to cancelled orders that extend beyond 45 trading days in storage.
  - d) Storage does not apply to sale items or cash and carry lines.
14. Late Payment Fee:  
Orders not paid in full within 30 days of purchase date may incur a late payment fee of \$10.00 per month plus, if the overdue amount is greater than \$100.00, 2% above the prime lending rate of Craft Décor principal banker calculated daily on the total overdue amount.
15. Recovery:  
Craft Décor may charge any reasonable expenses in connection with recovery of late payments (including the cost of engaging a mercantile recovery agency).