



Customer Exchange Policy

Payment Method

We accept the following methods of payment: Credit Card (Visa, MasterCard and AMEX only), PayPal, direct deposit into our bank account, money order, personal or business cheque. All cheque payments require 5 days to clear prior to shipment.

Return/ Exchange Policy

We provide an exchange policy on all items purchased from our website. After receiving your delivery, if for any reason whatsoever you are not satisfied, please notify us within 24 hours of receipt and return the item in its original, unmarked condition and packaging within 7 days for a credit/ exchange (**the initial shipping charge is not refundable and customers must pay for all delivery fees associated with the exchange of items**). Unwanted items can be returned to the following address:

Country House
44-48 Franklin St
Manuka Canberra ACT 2603
Australia

Please download the following Returns Form and attach to each box being returned:

[Return Form](#)

Once we receive the returned products, we will issue your credit within 72 hours.

Shipping and Handling

Where does Country House deliver to?

Country House delivers all Jules Pansu, Georg Jensen products Australia wide and internationally.

Lamps are only delivered to Australian addresses.

How much will delivery cost?

Our delivery charges are based upon your location and weight. Surcharges are applied for international and deliveries to the Northern Territory.

Deliveries less than or equal to 5kg cost \$20 per delivery.

Deliveries greater than or less than 14kg cost \$55 per delivery.

Deliveries greater 14kg or for dispatch to international addresses will be quoted on a case by case basis.

When will you despatch my purchase?

Goods that are in stock are generally despatched within 5 business days from receipt of payment.

When will my items arrive?

Canberra, Sydney, Brisbane, Melbourne – 1-3 business days

SA and Perth – 3-5 business days

Tasmania, Northern Territory and rural areas – 7-9 business days

Delivery dates are estimates only, we will try our best to deliver your items as quickly as possible however, we are not liable for shipment/delivery delays by our contracted couriers.

How will I receive the goods?

All deliveries must be sent to a business address that is manned between 8am and 6pm Monday to Friday. Please note a signature is required for all deliveries.

You will be sent an email upon dispatch of your goods providing you with a tracking number so you can track your delivery. Should the address be unattended when a delivery attempt is made, a redelivery fee will be charged. Deliveries are unable to be left unattended.

What if I can't accept delivery on a pre-arranged date?

If for any reason, you are not present on a pre-arranged delivery date please contact the Courier Company immediately to arrange alternative arrangements. Cancellation/ rescheduling fees may apply.

What if I need to delay my delivery date?

Please contact Country House no more than 48 hours prior to the expected delivery date. Late cancellations may incur additional charges.

Can I change my order once it has been placed?

You are able to change your order up to 48 hours prior to delivery. Any changes made after this period may incur additional charges.

Can I pick up my items?

Yes. Our warehouse is located in Canberra.
Pick up times: Monday – Friday 1000- 1600.

Damaged Goods

Unfortunately there may be instances where goods arrived damaged. In these instances you are required to immediately contact Country House via email and provide photographic evidence of the item and packing material. All packing materials and the damaged item must be retained for courier pickup. Upon arrival back in Canberra, goods will be assessed and replacements will be issued within 14 days.

Insurance

All shipping costs are inclusive of insurance.

Warranty

All goods have a 3 month warranty period, unless otherwise stated.

Pricing and Product Availability

We exercise great caution in trying to avoid errors in pricing and product information! If such mistakes occur, we reserve the right to correct them. We apologize in advance for any inconvenience this may cause.

Privacy Policy

At Country House we understand that you value your privacy and wish to have your personal information kept secure. Our Privacy Policy describes generally how we manage your personal information and safeguard your privacy. If you would like more information, please don't

hesitate to [contact us](#).

We are bound by and comply with the National Privacy Principles, as provided in the Federal Privacy Act 1988.

Collecting Personal Information About You

At Country House we only collect personal information that is necessary for us to conduct our business as an online provider of goods.

The personal information we collect will include information you give us when you place an order for the purchase of a good we supply. We may also collect personal information about individuals who are not customers of our business, but whose personal information is given to us by those individuals or other people in the course of a transaction. This personal information will include your name, address and contact details, and may include other personal information about individuals we collect in the course of a transaction.

We may also collect some information from you when you use our website www.countryhousemanuka.com. Your use of the information and services available through our website will determine the type of information that we collect about you.

The only personal information that we collect about you when you use our website is what you tell us about yourself, for example, when you complete an online form when placing an order, or information you provide to us when you send us an email. Please note, we will record your email address if you send us an email.

Using and Disclosing Your Personal Information

We respect your privacy. Any personal information that we collect about you will be used and disclosed by us so that we can provide you with the services that you have requested, or otherwise to enable us to carry out our business as suppliers of goods.

Please be assured we will not disclose information about you unless the disclosure is required or authorised by law, you have consented to our disclosing the information about you, or for another purpose (related to the primary purpose of collecting that information) that you would reasonably expect.

We may also use your personal information to provide you with information about other services offered by us. However, the only information that you must provide is your name and payment details (where applicable). If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request.

We do not engage in unsolicited telephone or email marketing. In particular, if you are contacted by telephone by an individual or organisation claiming to represent Country House - do not purchase from the organisation as we have a strict policy against telephone marketing.

Access to Your Personal Information

In most cases you may have access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the National Privacy Principles.

We encourage all requests for access to your personal information to be directed to the Privacy Officer by emailing us or by writing to us at our postal address. We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information which is not currently in use, may require further time before a response can be given. We may charge you a fee for access if a cost is incurred by us in order to retrieve your information, but in no case will we charge you a fee for your application for access.

In some cases, we may refuse to give you access to personal information we hold about you. This includes, but is not limited to, circumstances where giving you access would: be unlawful (e.g., where a record which contains personal information about you is subject to a claim for legal professional privilege by one of our clients); have an unreasonable impact on other people's privacy; prejudice an investigation of unlawful activity.

We will also refuse access where the personal information relates to existing or anticipated legal proceedings, and the information would not be accessible by the process of discovery in those proceedings. If we refuse to give you access we will provide you with reasons for our refusal.

Correcting Your Personal Information

If you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

Securing and Storing Your Personal Information

We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your personal information from unauthorised use or alteration.

In our business, personal information may be stored both electronically (on our computer system) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, protect all our electronic information. Likewise, we take all necessary measures to ensure the security of hard-copy information.

Disposal of Personal Information

Once your transaction is finalised, both the electronic and hard-copy information is securely archived. After a period of 7 years both the electronic and hard-copy information is destroyed.

For more information or to complain about a breach of your privacy

If you would like more information about the way we manage personal information which we hold about you, or are concerned that we may have breached your privacy, please contact us by email, fax or post:

Email us at info@countryhousemanuka.com

Post: Country House, 44-48 Franklin St Manuka Canberra ACT 2603 Australia

Changes To Our Privacy Policy

From time to time it may be necessary for us to revise our privacy policy. Any changes will be in accordance with the Privacy Act 1988 and the National Privacy Principles. We may notify you about changes to this privacy policy by posting an updated version on our website www.countryhousemanuka.com.

If you require any further information about the Privacy Act 1988 and the National Privacy Principles, you can visit the Federal Privacy Commissioner's website at www.privacy.gov.au