



TERMS & CONDITIONS

CUSTOMER SERVICE

contact: hithere@linearstandard.com.au

SHOPPING WITH US

Pricing

All prices displayed on our website are quoted in Australian dollars. International orders may be subject to local customs duties and taxes. It is the responsibility of the customer to ascertain applicable international currency rates. Any additional charges are to be paid for by the customer.

Payments

We are an online only business and accept Visa, AMEX, Mastercard and PayPal payments. These are processed safely via a secure payment gateway.

Shipping

We ship our parcels via Shippit / Couriers Please / Fastway or Australia Post, based on the size of your order and your location.

We ship within Australia and can arrange a quote for international orders.

You will receive an email the day we dispatch your order with updated tracking information so you can follow your parcel. If for some reason you have not received your order confirmation upon purchase, please email us so we can follow up the issue.

Please allow up to 4 weeks for delivery if items are not in stock. You can contact us by email if you wish to check stock before you purchase.

We ship at a flat rate of \$10 for standard shipping.

Orders over \$300 will receive automatic free shipping.

If you need to change any information regarding your order after it has been placed (eg. change of delivery address or adding another item) please contact us, we are able to help if the order has not yet been dispatched. International orders will need to attain a shipping quote by emailing us directly.

Privacy

We respect your private information and we will not share your details with a third party.

PRODUCT NOTES AND CARE

Timber: As our timber ranges are a natural product the characteristics may slightly differ from one to another. These variances may include colour, texture and weight. These natural occurring variances are not considered a fault with the product.

Brass: Brass finishes are subject to some natural discolouration over time. Therefore, brass products cannot be guaranteed unconditionally.

All finishes: All products are finished with the latest surface treatments to provide the longest life possible, prolonged use and varying climate conditions may cause some finishes to deteriorate over time. This is a natural process and does not indicate a fault in the manufacture of the products.

Cleaning

Beware of household cleaners as they may contain chemicals that can affect some finishes and base metals.

Please check the label before use.

Never use scouring pads or abrasive cleaners.



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Installation

The responsibility rests with the buyer to use/install goods as per intended application. We recommend installation by a professional tradesperson where possible.

Please do not use power drill to install handles.

Do not over tighten screws.

RETURN POLICY

Incorrect/Faulty

If the order you receive has arrived to you as incorrect from your order placed, or you believe it is faulty, please contact us by email at hithere@linearstandard.com.au within (3) days of receipt of goods. Once we authorise the refund and provide you with return instructions, you must return the goods within 7 working days.

Change of mind

If you aren't completely happy with your order and wish to return please contact us by email within (3) days of receipt of goods. If you would like to place an alternative order for other items, a refund will be made on your original order and a new order will need to be placed. Once we authorise the refund and provide you with return instructions, you must return the goods within 7 working days. A restocking fee of 25% may be incurred for change of mind returns. Returned goods are to be received and inspected by Linear Standard prior to refund being issued.

For change of mind returns the customer will pay for all postage and handling expenses related to your return.

Return parcels must have tracking.

All returned items must be in new, unused, re-saleable condition. All refunds are subject to our inspection for return outcomes.

Refunds will be issued less shipping costs.

We reserve the right to deny a return if it does not meet our returns policy.

To complete your return, it must be approved by our Customer Service team before an exchange is issued.

Custom orders and special item orders are not eligible for exchange or refund, unless faulty.

Cancelling your order

Please advise us within 12 hours of order placement if you would like to cancel your order via email. We offer a 100% refund in this event - no re-stocking or cancellation fee applies.

WARRANTY

Linear Standard guarantees our products for 12 months, against defects in workmanship or materials, subject to fair wear and tear within the normal working life of the product.

We cannot be liable if the products are subject to:

- Incorrect installation or failure to follow instructions.
- Use of a product for which it was not designed.
- Improper or lack of maintenance.
- Harsh or corrosive cleaning products including acids, alkalis, bleaches or strong solvents. These will damage most metal or lacquered products, not only knobs and handles.



TECHNICAL NOTES

As our range is manufactured using different base materials the characteristics may differ from one range to another. Different manufacturers use different production techniques and base raw materials. Some finishes may vary even if the same description is used. These variances may include colour, texture and weight. All products are finished with the latest surface treatments to provide the longest life possible, prolonged use and varying climate conditions may cause some finishes to deteriorate over time. This is a natural process and does not indicate a fault in the manufacture of the products.

Brass is noted for its colour and beauty, however it is also subject to some natural discolouration over time. Our brass products are coated with the finest lacquer available, even these have some limitations and may alter over time and with varying amounts of use. Therefore brass products cannot be guaranteed unconditionally. Some base materials and finishes are more suited to adverse conditions than others. Please contact us for advice if you are specifying hardware for use in harsh conditions.

The photo may differ from the actual product

The photos of all our products are provided to assist you in your handle selection. These photos are as accurate as possible, however, are not intended to provide a perfect match to the actual product colour or perspective. Colours and photo size may vary based upon your screen resolution and other computer or device settings. The photo may differ from the actual product due to reproduction limitations of the photograph and limitations of viewing photos at different resolutions, hue, brightness, contrast, and other screen and graphics-card variations. Also, photographs are two-dimensional whereas the products are three-dimensional.

Colour, Materials and Finishes

Knobs and Handles are made from different base metals and timbers and are coloured using different methods, these may reflect light, and therefore colour, differently. Wood is a natural product and will differ in colour, texture and grain, even within batches; this is normal and part of the appeal of natural products.

We recommend you order a sample and view the product in person to satisfy that it meets your expectations prior to placing your full quantity order.

Integrated appliances

Whilst many of our knobs, handles and lip-pulls may be used on cabinetry attached to integrated refrigerators, dishwashers and other heavy accessories, we cannot guarantee the products for this use. Our knobs, handles and lip-pulls are designed, and tested, for cupboard doors and drawers and use smaller gauge fixings than appliance handles. Appliance manufacturers design handles to suit the requirements of their specific appliance. Before selecting a knob, handle or lip-pull, please consider the ergonomics of the application. Please consult with your qualified designer, cabinet maker, or contact us directly for further guidance.

Dimensions

All dimensions are nominal. Specifications and pricing subject to change without notice. For the most current version of this document, please refer to our website at www.linearstandard.com.au



CARE & MAINTENANCE

Our products regularly undergo tests and analysis from all our suppliers. We aim for the highest of quality ensuring their durability in the long term. However, with correct care and maintenance, these basic cleaning tips will help to keep their appearance at its best throughout the years.

These maintenance tips depend on the environment in which the parts are installed, as well as the material and finishes in which they are manufactured.

GENERAL

Beware of household cleaners as they may contain chemicals that can affect some finishes and base metals.

Please check the label before use. Never use scouring pads or abrasive cleaners.

CLEANING IN KITCHENS

In the kitchen, grease, fumes and food can be great enemies of the cabinetry handles. To prevent deterioration it is essential to avoid using the same abrasive cleaners and solvents used for the other elements in the kitchen.

A simple cloth slightly moistened with water is sufficient.

CLEANING IN THE BATHROOM

The bathroom is a space of our homes where heat and humidity must be taken into account when choosing hardware. It is for this reason that the knobs and handles are made of stainless steel which are highly recommended for their high resistance. However, depending on the style of bathroom, also use materials such as metal, timber or acrylic may be suited.

AND IN OTHER ROOMS

In the other rooms of our home, the atmosphere is usually much less abrasive, so that in principle we can install handles in any material and finish, avoiding as ever, abrasive cleaning products.

In GENERAL we should therefore avoid solvents and abrasive cleaners, using a simple cloth moisturized with water for all of our handles and knobs regularly. Even the settling of common household dust can oxidise and damage your hardware if left for prolonged periods of time.

BRONZE AND BRASS

These yellow metals will all naturally develop a patina with time and use. Unless otherwise specified, brass finishes receive a light coating of lacquer which protects the finish. However it is also subject to some natural discolouration over time when exposed to air. Our brass products are coated with the finest lacquer available; even these lacquers have limitations and may wear with varying amounts of use and environment factors. Whilst brass will last for many years, the lacquered finish cannot be guaranteed unconditionally. Door and cabinet hardware should be polished regularly using a soft, clean cloth and a non-abrasive cleaner/polish.



CARE & MAINTENANCE

ALUMINUM

Anodized finishes are very durable and do not require special maintenance. Routine dirt and grime can be removed using a soft, clean cloth or brush and a mild soap solution. Avoid the use of strong acid or alkali cleaners.

NEOPRENE

Santoprene and Neoprene finishes are very durable and do not require special maintenance. Routine dirt and grime can be removed using a soft, clean cloth or brush and a mild soap solution. Avoid the use of abrasive cleaners.

TIMBER

As our timber ranges are a natural product the characteristics may slightly differ from one to another. These variances may include colour, texture and weight. These natural occurring variances are not considered a fault with the product. We do not recommend the use of timber hardware in kitchen areas. A simple cloth slightly moistened with water for cleaning is sufficient.

STAINLESS STEEL

Like any other metal surface, stainless steel requires periodic cleaning and maintenance. Suggested intervals between cleanings will vary depending on environmental conditions.

Surfaces exposed to the weather in outdoor environments will require more frequent maintenance than those used indoors. Please follow the guidelines below to maintain the appearance of your stainless steel door and cabinet hardware:

GENERAL CLEANING OF STAINLESS STEEL

Wash the surface using a soft cloth or brush with warm water and a mild, non-acid detergent such as a hand dishwashing liquid. Non-chlorinated cleaning products or household window cleaners may also be used. Dry with a soft cloth.

PERIODIC MAINTENANCE OF STAINLESS STEEL

Stainless steel's bright appearance can be maintained by occasional polishing with a soft cloth dipped in common household white vinegar. Commercial cleaners and metal polishes specifically formulated for stainless steel may also be used.

REMOVING HEAVIER SOILING OR DISCOLORATION FROM STAINLESS STEEL

Heavier soiling or superficial discoloration can be removed using a paste of baking soda on a damp sponge or Scotch-Brite™ delicate-duty cleaning pad. Rub the surface gently and evenly and then rinse with fresh water. Dry with a soft cloth. While stainless steel is highly resistant to corrosion, superficial rusting can occur in extreme environments or when regular periodic maintenance has been neglected. Stains can be removed with Rust Remover followed by a thorough rinsing with fresh water and drying with a soft cloth.



CARE & MAINTENANCE

ADDITIONAL TIPS FOR MAINTAINING STAINLESS STEEL

- Avoid the use of chlorine bleach or other chlorine-based cleaners. These products can react with the stainless steel and pit the surface.
- Avoid the use of steel wool or other cleaning tools containing carbon steel such as wire brushes. Small particles of steel wool or wire can become embedded in the surface of the stainless steel. The steel particles will rust and give the appearance that the stainless steel itself is rusting.
- Avoid the use of abrasive cleaners or scouring powders that will scratch the stainless steel surface.
- If cleaning pads must be used, use pads made of nylon such as Scotch-Brite delicate duty pads. Use extra care when working with polished finishes to avoid scratching.
- Use soft cloth such as terry cloth to wipe down stainless steel. Some paper products are abrasive and can scratch the stainless steel surface.
- When the stainless steel surface has a perceptible grain or directional finish, rub with the grain, not against it, to avoid depositing small particles of the cleaning material in the stainless steel surface.
- Always dry the stainless steel surface with a soft cloth or chamois after cleaning to avoid spotting.
- Clean the stainless steel more frequently when surfaces are exposed to salt, automobile exhaust, air pollution or other environmental contaminants.
- Don't let routine dirt and debris remain on the stainless steel surface for extended periods. Regular light maintenance will reduce the need for more aggressive cleaning.

ALL FINISHES

All products are finished with the latest surface treatments to provide the longest life possible, prolonged use and varying climate conditions may cause some finishes to deteriorate over time. This is a natural process and does not indicate a fault in the manufacture of the products.

Do colours of different models match?

As we offer a comprehensive range, we source products from many producers in many countries; this sometimes means that a colour or finish in one style may vary from another. Colours of batches may differ as does dye lots vary on fabrics, please check if matching one style with another in the same project

Will brass discolour over time?

Brass is noted for its colour and beauty; however it is also subject to some natural discolouration over time when exposed to air. Our brass products are coated with the finest lacquer available; even these lacquers have limitations and may wear with varying amounts of use and environment factors. Whilst brass will last for many years, the lacquered finish cannot be guaranteed unconditionally.



CARE & MAINTENANCE

Why does timber used for knobs and handles vary in colour?

Timber is a natural product and the colour of a tree will vary, not only from tree to tree but also from within a single tree. This variation is due to the many environmental and nutrient factors the tree will experience in its lifetime. The colour of natural timber will change when exposed to UV light generated by the Sun.

What size screws do I need?

The screw depth on handles can vary depending on the design. Most knobs and handles have sufficient thread depth to allow a 22mm or 25mm screws to fix to either 16mm or 18/19mm doors or drawers. We will supply M4 screws (included with order) with your selected order. Please speak with your installer if the supplied screws do not meet your substrate requirements, as alternative screw lengths are readily available from your local hardware store.

What is the best material to use when my house is near the water?

All metal products are affected by particles in the atmosphere, the most effective way of ensuring a long life is to clean regularly with warm soapy water and then dry with a soft lint free cloth

Please refer to the section Care & Maintenance.