



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 only 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



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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.

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

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.