

Shopping With Us

PRICING

All prices displayed on our website are quoted in Australian dollars and inclusive of GST.

PAYMENTS

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

DOMESTIC SHIPPING

We ship our parcels via Couriers Please and Australia Post based on your order size and location. Some locations may require a separate courier.

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 on the issue.

Please allow up to four (4) weeks for delivery if items are not in stock. You can contact us by email if you wish to check stock levels before you purchase. Long parcels may incur additional charges, depending on your location.

Domestic orders over **\$350AUD** will receive automatic free shipping. Larger parcels may incur additional freight charges.

If you need to change any information regarding your order after it has been placed (e.g. change of delivery address or adding another item), please get in touch with us within twelve (12) hours so we can update the order if it still needs to be dispatched.

INTERNATIONAL SHIPPING

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.

International orders will need to attain a shipping quote by emailing us directly at hithere@linearstandard.com.au. You will receive an email the day we dispatch your

order with updated tracking information so you can follow your parcel and receive an accurate ETA. If, for some reason, you have not received your order confirmation upon purchase, please email us so we can follow up on the issue. Please allow up to 4 weeks if items are not in stock. You can contact us by email if you wish to check stock before you purchase.

RETURNED TO SENDER

Due to several undelivered parcels, we are now refunding customers' orders that are either not collected or not delivered, minus the cost of the return-to-sender charge. Please ensure that your delivery address is correctly entered. If your delivery is unsuccessful, we will automatically refund your order.

Return Policy

INCORRECT OR FAULTY

If the order you receive has arrived incorrect or faulty, please get in touch with us via email at hithere@linearstandard.com.au within three (3) days of receipt of goods.

Once we authorise the refund and provide you with return instructions, you must return the goods within seven (7) working days.

CHANGE OF MIND

If you aren't completely happy with your order and wish to return it, please contact us via email within three (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 seven (7) working days. A restocking fee of 25% may be incurred for change-of-mind returns.

Returned goods must be received and inspected by Linear Standard before issuing a refund. For change-of-mind returns, the customer will pay for all postage and handling expenses related to the 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 minus the shipping cost.

To complete your return, our Customer Service team must approve it for an exchange. We reserve the right to deny a return if it does not meet our returns policy.

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

PREMIUM PRODUCTS

We offer a hassle-free return policy for our Premium Products. If you wish to return your order, please email us within three (3) days of receipt. Once authorised, you must return the goods within seven (7) working days. A 30% restocking fee applies to change-of-mind returns. The customer must pay for all postage and handling expenses related to the return, and return parcels must have tracking.

CANCELLING YOUR ORDER

Please advise us via email at hithere@linearstandard.com.au within twelve (12) hours of order placement if you would like to cancel your order. We offer a 100% refund for this event - no restocking or cancellation fees apply.

Warranty

Linear Standard guarantees our products for twelve (12) months against defects in workmanship or materials, subject to fair wear and tear within the everyday 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. Other 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 most extended 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. Some of 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 advise us if you are specifying hardware for use in harsh conditions.

PRODUCT PHOTOGRAPHY AND MARKETING

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. Colours and photo size may vary based on screen resolution and computer or device settings. The photo may differ from the actual product due to reproduction limitations of the photograph and restrictions 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 other 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 ordering a sample and viewing the product in person to ensure it meets your expectations before placing your full quantity order. You can book a trade showroom visit via email at showroom@linearstandard.com.au

DIMENSIONS

All dimensions are nominal. Specifications and pricing are subject to change without notice.

Installation Instructions

NO POWER DRILLS. DO NOT OVER-TIGHTEN SCREWS

Check the suitability of the screw length provided to your applied substrate before installing. If the screw is too long, the knob and/or handle will be damaged. We offer 22mm or 25mm length screws only.

When installing the handle, do not over-tighten the screw. If the screw is overtightened, there is a possibility that the metal insert (where applicable) might pull out and/or also damage the knob and/or handle and your substrate.

Use of electric or battery-operated drills is not recommended when screwing in handles. The responsibility rests with the buyer to use/install goods as per the intended application. We recommend installation by a professional tradesperson where possible.

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.

In addition, as a general rule, we recommend selecting a handle you can get your hand

behind for a decent 'pull' for integrated appliances. It's up to you and your installer to decide the suitability.

Care and Maintenance

Our products regularly undergo tests and analysis from all our suppliers. We aim for the highest quality, ensuring their durability and longevity. 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 where the parts are installed and the material and finishes they are manufactured.

GENERAL

Beware of household cleaners as they may contain chemicals affecting 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, avoiding using abrasive cleaners and solvents that may harm the product's surfaces is essential. 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 considered when choosing hardware. This is why the knobs and handles are made of stainless steel, highly recommended for their high resistance. However, metal, timber, or acrylic materials may also be suited depending on the bathroom style.

IN OTHER ROOMS

In the other rooms of our home, the atmosphere is much less abrasive so that, in principle, we can install handles in any material and finish, avoiding abrasive cleaning products. Therefore, we should avoid solvents and abrasive cleaners, using a simple cloth moisturised with water for all our handles

and knobs regularly. Even settling everyday household dust can oxidise and damage your hardware if left for prolonged periods.

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 when exposed to air over time. Our brass products are coated with the finest lacquer available; even these lacquers have limitations and may wear with varying use and environmental factors. Whilst brass lasts 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.

ALUMINUM

Anodised 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 naturally 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 require more frequent maintenance than 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 ordinary household white vinegar. Commercial cleaners and metal polishes formulated explicitly for stainless steel may also be used.

REMOVING HEAVIER SOILING OR DISCOLOURATION FROM STAINLESS STEEL

Heavier soiling or superficial discolouration can be removed using baking soda paste 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, then thoroughly rinsed with fresh water and dried with a soft cloth.

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 using steel wool or other cleaning tools containing carbon steel, such as wire brushes. Tiny 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 using 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 a soft or 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 prevent 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 FAQ

All products are finished with the latest surface treatments to provide the most extended 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 THE COLOURS OF DIFFERENT MODELS MATCH?

As we offer a comprehensive range, we source products from various manufacturers; this sometimes means that the colour or finish in one style may vary. Eg. Not all brass is the same brass. 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 when exposed to air over time. Some of our brass products are coated with the finest lacquer available. Even these lacquers have limitations and may wear with varying use and environmental factors. Whilst brass lasts many years, the lacquered finish cannot be guaranteed unconditionally. Please check the specification drawings and product information on the product listing.

WHY DOES TIMBER 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 22mm or 25mm screws to fix 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 MOST SUITABLE MATERIAL FOR BUILDING A HOUSE NEAR THE WATER?

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

Privacy Policy

GENERAL

Linear Standard is committed to providing quality services to you, and this policy outlines our ongoing obligations to you concerning how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern how we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, and phone and facsimile numbers.

This Personal Information is obtained in many ways, including correspondence, by telephone and email, via our website, www.linearstandard.com.au, from cookies and third parties. We don't guarantee website links or the policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose in

circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists anytime by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with your consent or where required or authorised by law

COOKIES

A cookie is a small amount of information downloaded to your computer or device when you visit our website. We use several cookies, including functional, performance, advertising, and social media or content cookies. Cookies improve your browsing experience by allowing the website to remember your actions and preferences (such as login and region selection). You don't have to re-enter this information when you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance, whether it's their first time visiting or if they are frequent visitors.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, third parties may provide us with information. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in several circumstances, including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

SECURITY OF PERSONAL INFORMATION

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files, which we will keep for at least seven (7) years.

ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Linear Standard will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. We may require your identification before releasing the requested information to protect your Personal Information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is important to us that your Personal Information is up to date. We will take reasonable steps to ensure your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

POLICY UPDATES

This policy may change occasionally and is available on our website.

PRIVACY POLICY COMPLAINTS AND INQUIRIES

If you have any queries or complaints about our Privacy Policy, please contact us at:

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