

OPEN ROOM

600 Waverley Road
Malvern East Australia 3145
+61 3 9077 0893
Info@openroom.com.au
www.openroom.com.au

QUOTATIONS

Quotations are valid for 30 days unless it has been withdrawn by us. Product lead times may vary over this time.

PRICES

All transactions are processed in \$AUD and include GST.

ORDER CONFIRMATION

An order confirmation will be forwarded to you in acknowledgement of receipt of your order. We will proceed with your order unless we receive written notification of any requested changes with 24 hours.

LEAD TIMES

Prior to purchase it is recommended that you contact the showroom to confirm lead times and delivery charges. Whilst we will make every effort to achieve nominated delivery dates, delays do not constitute a breach of contract and Open Room is in no way liable for any resulting damages.

PRODUCT DESCRIPTION

Any product specification provided by us or a manufacturer is an estimate only and should be construed accordingly.

TERMS OF PAYMENT

Our standard payment terms are 30% deposit. This is non-refundable with the balance due a week prior to release of the goods. Goods remain the property of Open Room until full payment has been received.

DELIVERY

Delivery times will be arranged with you once goods are ready for dispatch. Prior to delivery please provide us with full written details of any difficulty to access eg. stairs, delivery dock, lift etc. We may need to charge additional costs for unusual access. An extra fee will also need to be charged if furniture assembly is required.

If you are unable to accept delivery within 7 days from our first call following the completion of your order, the invoice must be paid in full.

Quotes of deliveries are given with best intentions but are not guaranteed.

SHIPPING

We ship Australia wide. Our shipping rates vary depending on location. We will contact you with the best shipping price before processing your order.

INSPECTION AND ACCEPTANCE

Inspection of products is required on pick up and delivery. Notification is required within 24 hours of any damages or shortages after delivery. We will not be responsible for any damage unless we are notified within time period specified above.

RETURNS

Please choose carefully, we do not normally give refunds if you simply change your mind or make a wrong decision. Where goods are faulty, have been wrongly described, or are different to the product purchased on the website, you can choose between a refund, credit or exchange.

