

## Delivery Terms & Conditions

1. There needs to be evidence that you are the intended recipient of the delivery, thus it is important to have the sales invoice present on delivery.
2. Any balance payment can be made upon delivery in cash (COD) or credit card (Visa or Mastercard) over the phone. We will email an updated invoice that reflects your balance payment.
3. Delivery service may include assembling services and moving the goods to the intended place. However, the service does not include re-arranging any of your existing furniture.
4. Our delivery and assembly service does not include the dismantling of your existing furniture, or the removal and disposal of your existing furniture.
5. Delivery service may include assembling services and moving the goods to the intended place. While it is in our interest to complete the delivery job as soon as possible, it is not possible to set a definite time frame in which the delivery or any other service, such as assembly, will be completed by our delivery staff. This is because the time frame to complete delivery depends on the type and quantity of goods that needs to be delivered and the layout of the building or sites of the delivery address.
6. Changes to delivery address or time must be notified at least one day before the scheduled delivery to the store in which the sales invoice was issued. Wintons Teak reserves the right to refuse changes to delivery address or to make changes on the delivery charge.
7. In circumstances where you cancel the purchase of goods which we have delivered, additional charges to take the goods back from the delivery address to our warehouse will take effect. This means that you be charged twice the amount paid for delivery.
8. It is important to inspect the goods before signing the "goods received" space, as we do not accept later claim of scratches, stains, etc.
9. In the event that you find the goods cannot be assembled, we will attempt to assist you in assembling the goods and to find out whether the product has any defect preventing it from being assembled. In the case where the product is found to be defective, we will take the necessary steps as provided in our warranty policy. Where there is no defect to be found, then an assembly and delivery fee will be charged accordingly.
10. It is not possible for us to hold on to goods that you have ordered or purchased for more than 21 days, without a full payment for any balance owing. Wintons Teak reserved the right to charge additional storage cost for period longer than 21 days.
11. Wintons Teak delivery service excludes any difficult to access spaces that requires the use of additional material handling equipment, such as hoist, crane and scissor lift. In such circumstances, Wintons Teak reserved the right to retain any delivery charges incurred.



For more information contact

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