

# Terms and Conditions

## **Deposits –**

To secure your order a 20% deposit is required. This deposit is refundable excluding an administration fee of \$59, until build commencement. Once build commences the deposit is non-refundable. Payment of the deposit is due within 7 days of the invoice being sent, delay in paying the deposit will cause a delay in build commencement.

## **Final Payment –**

Once build is finished a final invoice will be sent, this invoice is to be paid in full prior to delivery or pick up being booked.

## **Customer Responsibilities –**

It is the responsibility of the customer to ensure that the cabinet size is sufficient for the intended use. The customer is responsible for ensuring that the cabinet size is suitable for their home, including accessibility to entry points of their home upon delivery.

## **Warranty –**

A 12 month structural warranty comes with all products. Any damages caused by pets, children or water is not covered under the warranty however we are happy to offer advice or repairs at a cost. All bases of cabinets are double coated to make them water resistant however prolonged water exposure will cause damage, it is up to the customer to ensure that the cabinet is not exposed to prolonged water as this is not covered by the warranty.

## **Time Frames –**

Completion dates are estimated, and we will endeavour to give an accurate date however as we are a small business this is sometimes out of our control. If there are any delays in your completion date, we will contact you as soon as possible to advise of the delays and updated completion date.

## **Delivery –**

Interstate delivers.

Once your order is complete, we will take it to the transport depot on the next available trip. You will be provided with tracking and contact details of the transport company. Once your order is at the transport depot, in most cases its delivered between 7\_10 days but please allow up to 2 weeks for delivery. Assistant may be required to assist the driver to lift your order off the truck as they are large heavy items. If this is not possible please make myself or the driver aware of this. Delivery is GROUND FLOOR Only due to the safety of the driver. The transport company will be in touch with you to arrange delivery.

Local Delivers.

Brisbane, Gold coast and sunshine coast and all areas around are classified as local delivers and will be delivered by our team at Unique Pet Furniture. Most deliveries are done on a weekend. Assistant may be required to assist us to lift your order off the truck as they are large heavy items. If this is not possible please make myself aware of this.

**Payment of the deposit acknowledges that you agree to these Terms and Conditions.**