



Standard Terms and Conditions

This is a summary of our Terms and Conditions, you are accepting our full terms and conditions on acceptance of our quotation. Our full list of Terms and Conditions can be found at www.naturallighting.com.au.

1. General Terms and Conditions

- 1.1 The customer acknowledges and agrees that these Standard terms and conditions apply to and form part of any transaction between Natural Lighting Products and the customer, including all quotations, offers, orders or sales
- 1.2 The customer acknowledges and agrees that any request from the customer to Natural Lighting Products for the supply of goods or services shall be deemed to be an acceptance of and agreement to be bound by these conditions

2. Quote

- 2.1 All quotes are valid for 30 days unless otherwise documented with your Sales Representative
- 2.2 We do not generally include plumbing, brickwork, rendering, painting or electrical work within our quotations. Any extras/inclusion shall be listed within the quotation document and not an assumed inclusion
- 2.3 Orders are deemed to be placed when the nominated deposit has been received as cleared funds or a signed contract has been received
- 2.4 Natural Lighting Management reserves the right to reject any quotation provided by Sales staff. All quotes must be validated and can be rejected if found to be incorrect.

3. Orders

- 3.1 Any custom-made orders cannot be cancelled without written consent of Natural Lighting Management. Where an order is cancelled, the customer indemnifies Natural Lighting Products against any losses incurred by Natural Lighting Products as a result of the cancellation
- 3.2 Cancellation of custom-made orders may result in loss of deposit for customer
- 3.3 Standard product order may be cancelled, but may incur a re-stocking/administration fee
- 3.4 If a customer wishes to vary its requirements after a quote has been prepared or after placement of an order Natural Lighting Products reserves the right to vary the quotation accordingly
- 3.5 Natural Lighting Products has an automatic time extension for the provision of goods resulting from any variation from the customer
- 3.6 Natural Lighting Products reserves the right to decline any order or part thereof that is deemed to be mis-quoted or misrepresented for the application. All orders are to be received in writing

4. Delivery

- 4.1 Natural Lighting Products will always do its best to meet agreed time frames, however, at times our suppliers have delays, which in turn will delay delivery. The customer will be keep informed
- 4.2 Natural Lighting Products has no control over delays when using external courier services

5. Consequences of Force Majeure Event

- 5.1 Neither Natural Lighting Products nor customer shall be considered in breach of this contract if performance is prevented by an "Event of Force Majeure". This however excludes payment obligations.

6. Refund policy

- 6.1 **Under Australian Law, you are entitled to a refund or replacement if the item is deemed faulty**
- 6.2 **Natural Lighting will offer a refund for un-opened packaging that is in re-sellable condition**
- 6.3 **Only off the shelf items are refundable – Custom made units or coloured units are non-refundable**
- 6.4 **Refunds are offered on receipt of product back into store with original invoice number supplied**
- 6.5 **Original freight costs are non-refundable and it's the responsibility of the client to return items to store**
- 6.6 **Natural Lighting may apply a restocking and/or administration fee deductible from the refunded amount**
- 6.7 **Refunds will be applied to a credit card or applied to client account**
- 6.8 **NO returns are accepted after 10 working days of supplied items delivered or accepted**
- 6.9 **You are responsible for any diminished value due to handling damage**

Natural Lighting Products Pty Ltd

- Sydney – 15/2-8 South St, Rydalmere 02 9737 9555
- Brisbane - 18/12-18 Ellerslie Rd, Meadowbrook 07 3805 2736
- Melbourne - 13/598 Princes Hwy, Noble Park 03 9701 1112

A.B.N. 82109652253

info@naturallighting.com.au
1300 SKYLIGHT (1300 759 544)



7. Acceptance of goods

- 7.1 All products supplied by Natural Lighting Products will be supplied in manufacturers packaging and deemed to be damage free and of high quality
- 7.2 At the time of delivery, the customer or agent will inspect goods immediately, any damage to packaging or damage to product must be documented, photographed and brought to the attention of Natural Lighting Manager. At this point a determination will be made regarding stock or replacement
- 7.3 All claims against Natural Lighting products regarding quality, conformance with description or defects of goods must be received by Natural Lighting Management within 10 working days of delivery of goods. Natural Lighting Products does not accept liability for any such claims not made in accordance with these terms
- 7.4 In the event of a justified objection notified by the customer to Natural Lighting Products in accordance with these terms, Natural Lighting Products may as its options
 - 7.4.1 Reduce the purchase price
 - 7.4.2 Accept the return of the goods, subject to the goods being returned in the same condition they were delivered in, refund the customer the purchase price
 - 7.4.3 Replace the goods and no additional claims of any nature can be made against Natural Lighting Products

8. Payment

- 8.1 The customer is to pay invoice in full within the time frame nominated on Invoice/quotation
- 8.2 If complete order is not filled, only the supplied goods shall be invoiced with payment required as per the quotation time frame. Holding a full payment for goods such as a handle, winder, fly screen or blind is not appropriate and is not in line with this agreement. Between Natural Lighting Products and the customer, a retention amount will be agreed upon
- 8.3 Natural Lighting Products reserves the right to charge interest at the current commercial rate on any overdue funds
- 8.4 All goods remain the property of Natural Lighting Products until entire funds have been cleared

9. Advice and information

- 9.1 Any advice, recommendation, information or service given by our Sales Representatives in relation to goods sold or service provided by Natural Lighting, or their use and application is given in good faith and believed to be accurate, appropriate and reliable at the time it's given, but, is provided without any warranty of accuracy. Natural Lighting Products does not accept any responsibility for such advice or recommendation
- 9.2 The customer is not to assign any of its obligations or rights under these conditions without the prior written consent of Natural Lighting products

Company: _____ **Name:** _____

Signature: _____ **Date:** _____

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