

Nouveau-Bisgrove Furnishing

TERMS & CONDITIONS

The following Terms and Conditions apply to all Quotes and Invoices issued by Nouveau Bisgrove Furnishing, all clients shall be deemed to have accepted the terms and conditions as set below upon accepting any quotation or authorising Nouveau Bisgrove Furnishing to proceed with a job.

- 1) All quotes and invoices are calculated with a GST component of 10%.
- 2) All quotations given verbally or written are valid for 30 days only.
- 3) In the event that a quote is accepted after its expiration the quoted amount and the expected delivery date is subject to change without notice. However in the event that a client cancels a job, the client is subject to a cancellation fee if the services are cancelled once workmanship has progressed or fabrics and materials have been ordered. The piece can be returned to the client in a similar condition to that of when it was collected / dropped off to Nouveau-Bisgrove Furnishing upon payment of the cancellation fee.
- 4) Nouveau Bisgrove Furnishing will not be held liable to absorb extra costs where a third party is involved. Unforeseen charges may be applied after the quote has been accepted therefore altering the total quoted amount. ie, fabrics from wholesalers may be charged a surcharge upon being invoiced.
- 5) If a client wishes to make an alteration or cancellation to a quote, where the quote has been accepted a deposit paid and workmanship began or materials ordered, additional charges may be applicable, especially for custom made pieces.
- 6) Upon the acceptance of a written or verbal quote the client is required to pay a deposit equal to 50% of the total quoted amount or an agreed amount prior to Nouveau Bisgrove Furnishing commencing work on the piece or ordering materials for the job. The total amount is to be paid either prior or upon delivery of goods.
- 7) Tender accepted, cash, cheque, Visa, MasterCard or online transfer. For online payments the remittance as proof of payment can be emailed to lisa@nouveaubisgrove.com.au. Credit card payments to be made in advance by calling Denny on 0423646362.
- 8) Where a payment is made using, Visa or MasterCard a fee of 3% of the total price will be charged.
- 9) Payment by Direct deposit into our bank account: ANZ ; Acc Name; Nouveau Bisgrove Furnishing ; BSB - 013 332 ; Account Number - 3473 52 363. Please note Name, invoice or quote number as reference.
- 10) Where a client is not satisfied with the workmanship or craftsmanship of a piece completed or began by Nouveau-Bisgrove Furnishing, management will discuss the matter and advise the client of their options to rectify the situation. Where Nouveau-Bisgrove Furnishing is required to re-do, re-make or alter finished products an alterations fee may be applicable if the alteration is outside the recommendations of the accepted quotation.
- 11) Once a piece is in the possession of Nouveau-Bisgrove Furnishing it remains the property of Nouveau-Bisgrove Furnishing until the client has paid in full and or the piece is returned to the client.
- 12) Storage:
 - a. If a piece is completed and cannot be delivered or collected during normal business hours storage fees may be charged on a daily rate.
 - b. If the pieces is not wanted or not collected within three months it remains the property of Nouveau-Bisgrove Furnishing and can be on-sold to recover costs.
 - c. If the goods are in the possession of Nouveau-Bisgrove Furnishing and the quote is not accepted the client will be charged a storage fee, determined

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by what furniture is stored as fees vary, until the date the goods can be delivered or collected.

13) Where an invoice is issued to a client / business, they shall remain primarily liable for all payments of any amount owing to Nouveau Bisgrove Furnishing.

14) If your account exceeds our trading terms and is passed over for collection, the Customer / client is liable for all reasonable expenses (including contingent expenses such as debt collection commissions) and legal costs (on a full indemnity basis) incurred by Nouveau-Bisgrove Furnishing for enforcement of obligations and recovery of monies due from the customer / client to Nouveau-Bisgrove Furnishing.

15) In the event that a payment is made and does not clear or a cheque is stopped Nouveau-Bisgrove Furnishing shall not be held accountable for the clients' bank fees. The client is then required to make the payment in full with a bank cheque or cash otherwise the piece remains the property of Nouveau-Bisgrove Furnishing.

16) As our workmanship and craftsmanship is undertaken personally and individually it must be understood that on occasion variations may occur. Timber and Leather are natural products, Fabric and vinyl are produced from natural resources and all interact with their environment and may suffer unnatural wear and tear from their environment if placed in an unsuitable area such as increased exposure to air-conditioned or heated rooms, wind, direct sunlight, outdoor weathering and rain. Nouveau-Bisgrove Furnishing makes every effort to minimise as many of the consequences of such exposure as it can, however not all of them may be eliminated Nouveau-Bisgrove Furnishing disclaims all and any liability to any person in respect of any claim, right cause of action resulting from such exposure. Where fabric is ordered by Nouveau-Bisgrove Furnishing on behalf of a client the client is assumed to be aware that the fabric warehouses do not guarantee 100% dye-lot matching and allow for minimal variation on their products.

17) Where Nouveau-Bisgrove Furnishing has no control over an incident that results in loss, damages, it will remain the decision of Nouveau-Bisgrove Furnishings insurance provider to determine the value of any loss or damage suffered by the client.

18) Where Nouveau-Bisgrove Furnishing has no control over an incident that results in delay of services Nouveau-Bisgrove Furnishing will not be held liable.

It remains a priority of Nouveau-Bisgrove Furnishing to guarantee the materials & our workmanship; we endeavor to ensure all clients are satisfied with our services.