

# Quote Terms and Conditions



## Disclaimer

Windsor Parquet will not be held responsible for calculating the quantity for your project. Our quotations are based on quantities provided by you only. It is your responsibility to check the final quantity with your builder/installer. Should additional flooring be required, you will be invoiced accordingly and will incur another delivery fee to site.

## Natural Variations

As we are supplying a natural timber product, colour and grain variations and knots are to be expected. It is the responsibility of the installer to inspect the boards and take care to evenly distribute the boards with knots. Any boards deemed to be imperfect should be set aside and counted as waste material. Should a large proportion of boards be deemed imperfect/faulty and the job cannot be completed as a result, photo evidence is required in order to make a claim.

## Machining Tolerances

All floors in the Windsor Parquet collection are manufactured according to acceptable industry standards, which permit tolerances in dimensions by no more than 7% and a machining tolerance of 0.6mm.

## Forward Orders

The estimated lead-time for any forward orders will be up to 12-14 weeks. This does not include any unforeseen delays due to shipping. Should any shipping delays occur and you wish to cancel your order as a result, Windsor Parquet will refund any deposit paid, less a 20% cancellation fee (based on the total order). We will endeavor to notify you as soon as we hear of any delays.

## Interstate Deliveries

We require a minimum of 1 week's notice to organise your delivery. If express delivery is required, you will be invoiced accordingly. Shipping time is not included in the order time.

## Local Deliveries

Local delivery quotes are valid for 30 days only. Should your goods not be ready for delivery within the month, your delivery will need to be re-quoted closer to the delivery date. Clear instructions regarding site access must be given (for example, if there are stairs or lift access, if you require unload assistance etc). Any delays due to site access will be invoiced accordingly. The owner or site manager must be present to receive the goods.

## Cancellation Policy

All cancellations will incur a 20% cancellation fee based on the total order. No cancellations will be allowed on any custom orders/non-stock items.

## Return Policy

- We will only accept defect materials outside tolerances in unused condition. Surplus materials will not be accepted as a return
- Returns must be made within 30 days of delivery
- Returns will incur a freight charge back to our Melbourne warehouse, plus a 20% re-stocking fee
- Refunds will be paid after final inspection and approval at our Melbourne warehouse

**Please sign and date below to indicate that you have read and agree to these terms.**

CLIENT NAME: \_\_\_\_\_

CLIENT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_