



Terms and Conditions

These Terms and Conditions of sale shall apply to all sales made by the Seller and are deemed to be incorporated in any contract for sale of goods entered into by the Seller whether arising from an order received from the Buyer or resulting from a Quotation or arising from oral acceptance of request or further orders for the same or similar goods and shall terminate, cancel and supersede any previous written or oral agreements and understandings entered into between the Buyer and Seller. These terms and conditions create a security interest in favor of the Seller for the purposes of the Personal Property Securities Act 2009.

1. Interpretation

In those conditions, unless the context otherwise requires:-

- a) Buyer means the person or company named in the sales invoice or quotation and, in the case of an individual, his executors, administrators and assigns, and of a company its successors and assigns;
- b) Seller means Designer Doorware Pty Ltd;
- c) Quotation means the form of quotation submitted by the Seller to the Buyer.
- d) Sales invoice means the document called adjustment note or tax invoice issued by the Seller to the Buyer.
- e)Any special condition set forth in the quotation shall be read and construed so as to vary these printed forms and conditions but only to the extent of any inconsistency.
- f) Words importing the singular shall include the plural, words denoting a given gender shall include all genders and words denoting natural persons shall include corporations.

2. Quotations

- a) A Quotation given is not an offer. An order placed by the Buyer pursuant to a quotation is not binding on the Seller (including any purported variation to these Terms and Conditions of Sale contained in that Order) unless and until such order is accepted by the Seller.
- b) Prices in quotation on the Seller's price list are subject to change without notice.

3. Price and Taxes

- a) Any price appearing on packaging is a recommended price only. There is no obligation to comply with these recommendations.
- b) Goods and Services Tax (GST) shall be to the Buyer's account. Orders shipped outside of Australia are exempt from tax. When added, GST is based on the rate and method of assessment ruling at the date of invoice.
- c) Between the date of order and delivery if there is an increase in the cost to the Seller to supply the goods which is beyond the control of the Seller, then this shall be to the account of the Buyer,
- d) All prices are in US Dollars, unless stated otherwise.
- e) The current price list supersedes all previous price lists which should now be destroyed.

4. Delivery to North America

All orders shipped will be FIS (free into store)

Minimum order value of \$250.00 net.

All orders under \$250.00 net will incur a charge of \$85.00 net, or a makeup charge to \$250.00 (whichever is lower).

All orders are shipped when ready via FedEx. A priority FedEx service is available for 10% of the order value. Priority orders will be shipped on the day they are ready. Back orders will be exempt from minimum order charges.

5. Part Deliveries

Unless agreed to the contrary in writing, the Seller reserves the right to make part deliveries of any order. Failure to make delivery of the total order shall not invalidate the sale. Where delivery is affected by part delivering the goods, the seller shall be entitled to invoice the customer for the goods delivered.

6. Indemnity

The buyer shall be responsible for; and shall indemnify the Seller for; loss of or damage; to the goods from the time of delivery until paid for in full.

7. Retention of Title

All risk in the goods passes to the Buyer upon delivery. Property in the goods remains with the Seller until all debts owing to the Seller by the Buyer (including payment for the goods) has been made in full and not withstanding any intermediate payment in settlement for any particular account. Until property of the goods passes to the Buyer, the Buyer possesses goods solely as Bailee for the Seller and will store the goods separately from other items and will mark them so that they are clearly identifiable as the Seller's property. The Buyer as fiduciary may in the ordinary course of business, sell or deal with the goods and may, for that purpose, part with possession of the goods but only on the condition that the proceeds of any such sale or dealing will be kept separate from other funds and immediately applied in payment to the Seller.

The Buyer may process or incorporate the goods with any other property only on the condition that the Seller retains ownership of the product of such process or incorporation, that the product of such process or incorporation is stored separately and marked as mentioned above and that such product may, in the ordinary course of business, be sold but so that the

proceeds of sale will be kept separate from other funds and immediately applied in payment to the Seller.

For the avoidance of doubt, the Seller's interest constitutes a "purchase money security interest" pursuant to the Personal Property Securities Act 2009. Pursuant to section 157(3) of the Personal Property Securities Act 2009, the Buyer waives its right to be notified of the registration of a security interest by the Seller.

8. Consent to Register

The Applicant hereby consents to the Seller recording the details of this Agreement on the Personal Property Securities Register (PPS Register) and agrees to do all things necessary and reasonably required by the seller to affect such registration.

The Applicant waives any right it may have to receive notice of the registration of any security interest(s) created by this instrument on the PPS Register.

9. Cancellation of Order

- a) Unless expressly provided in writing the Buyer shall have not right to cancel any order.
- b) Without prejudice to any other rights the Seller may have, the Buyer shall indemnify the Seller for any loss, damage or expense incurred by the Seller should the Buyer cancel any order or part of an order.
- c) Custom & special finished products will incur a cancellation fee.

10. Dimensions, Minimum Orders and Other

- a) As the goods are the subject of continuous evaluation and improvement and the production methods subject to change, the Seller reserves the right to change without notice the construction, design, dimensions and performance date of the goods.
- b) All orders under \$250.00 net will incur a charge of \$85.00 net, or a makeup charge to \$250.00 (whichever is lower).
- c) Certain finishes (including plated finishes) which are applied to goods are protective coatings which may wear off. The Seller is not liable for any tarnishing or excessive ware of such finishes. Such tarnishing or excessive wear is not a defect in the goods and the Seller is not liable to accept the return of such goods under any warranty.

11. Warranty

- a) All implied conditions, warranties and undertakings other than those implied by Part 3-2 of Schedule 2 of the Competition and Consumer Act 2010 (ACL) are expressly excluded.
- b) The Seller's liability pursuant to these Terms and Conditions or for breach of warranty whether express or implied shall be limited, subject to section 64A of the ACL, at the Seller's option, to any one or more of the following: (i) the replacement of the goods or the supply of equivalent goods (ii) the repair of the goods; (iii) the repayment of the cost of replacing the goods or acquiring equivalent goods, but excluding the cost of fitting those goods; (iv) the payment of the reasonable cost of having the goods repaired.
- c) The Buyer expressly acknowledges and agrees - (i) that the Seller is not liable for any advice given by its agents or employees in relation to the suitability for any purpose of goods or materials supplied by the Seller and all such advice relied upon is at the Buyer's own risk; (ii) that the warranty contained in 10(a) applies only within Australia.

12. Acceptance/Returns

- a) The Buyer shall be deemed to have accepted the goods to be of a description, quality and quantity ordered unless particulars of a claim to the contrary are notified to the Seller in writing within seven (7) days after the date of receipt of goods.
- b) An authority number for the return of goods must accompany all returns. Credits will be issued on the basis of inspection and acceptance by the Seller. The Seller reserves the right to impose a minimum 35% handling charge on goods returned.
- c) The customer is to arrange and pay for freight to Melbourne Australia customer service. Once inspected and approved the goods will be credited.
- d) Custom or special orders are not returnable under any circumstance and orders in respect of such shall not be cancelled by the buyer.
- e) The Seller has the right to inspect the goods to ensure a warranty issue exists. Any issues that arise because of incorrect installation, modification to a product or fair wear and tear are not the responsibility of the Seller.
- f) The Seller offers a 5 year Warranty period for all defects in relation to its products (2 years for locks).
- g) The Buyer must contact the Seller to advise of any warranty issues before goods are returned. Once the Buyer has been issued with a Return Authority Number, goods can be returned to 7 Kimpton Way, Altona, Vic 3018.
- h) The Seller will bear the cost of the replacement/repair of the warranty product. The Buyer is responsible for any cost incurred in the removal or installation of warranty products. All freight charges in relation to the return of goods under warranty will be responsibility of the Buyer.

13. Outside Interference

The Seller shall not be liable to the Buyer for any defect, loss, damage or delay caused by strikes, lock-outs, damage to or breakdown of plant, Government Interference, acts of God, earthquake, civil commotion, war, fire, force majeure or any other cause beyond the control of the Seller.

14. Terms of Payment

Payment for all goods purchased shall be net and be made within 30 days from the end of the month of the date of the Sale invoice. Payment is to be made by ACH Bank Transfer, Check, Credit Card or PayPal. Accounts may be placed on stop supply without notice if payment is not received by the due date.

15. Account Clients

The Seller reserves the right to cancel or, at its option, suspend all trade facilities, discounts or rebates in the event that the Buyer fails to comply with these Terms and Conditions of Sale. If the Seller grants any credit facility or nominates a credit limit, this is an indication only of its intention at the time. The Seller can vary or withdraw any credit facility at any time at its discretion and without any liability to the buyer or any other party.

16. Non-Account Clients

Payment for all goods must be in full prior to dispatch of order. A 30% deposit is required upon placement of order, which acknowledges confirmation of order and acceptance of items and conditions. dD accepts payments by ACH Bank Transfer, Check, Credit Card and Paypal. Payments made by check require a three day clearance. All parcels will attract a freight charge. Couriers deliver during business hours and insurance is available upon request.

17. Default by Buyer

If the Buyer should default; then: Credit facilities may be withdrawn at the Seller's sole discretion, without notice. The Buyer agrees to pay all reasonable collection costs, including commission and legal charges, on all monies outstanding to the credit of the Buyer's account. An act of insolvency including Bankruptcy, Liquidation, Receivership or Administration is deemed to be a default under these terms.

18. Seller's Right to Charge Interest

In the event that the Buyer fails to make payment of any monies due under any invoice issued by the Seller within the due time for payment specified therein, the Buyer hereby agrees to pay interest at the rate equivalent to 90 day bank bills as published by the Australian Financial Review on the due date plus one (1) percent calculated and charged on daily rates from the due date until payment is made in full.

19. Credit Enquiries

The Buyer acknowledges and agrees that if the Seller considers it relevant to assessing any application for credit sought or extended or collecting overdue payments, subject always to the provisions of the Privacy Act 1988, the Seller may obtain from or provide to a credit reporting agency, another credit provider or other authorized party, a report containing personal information or personal consumer credit information of the type permitted by law and may use such information in any purpose allowed by law.

20. Applicable Law

The contract shall in all respects be construed in accordance with the laws in force from time to time in the State where the Contract for Sale is made and the parties agree to submit themselves to the Courts of that State.

The clause headings shall not effect the construction. If any of the provisions are found to be unlawful or invalid under any applicable statute or rule of law, they are to that extent deemed omitted.

Law means any Commonwealth or Australian state legislation regulations and the general law and includes in particular the Commonwealth Competition and Consumer Act 2010 and regulations as amended from time to time and the Commonwealth Personal Property Securities Act 2009 and regulations as amended from time to time.

21. Variation

The seller may vary these terms and conditions by notice in writing to the buyer. If the buyer is a Consumer, then the buyer may consider the variation and, if not acceptable, may elect not to proceed with the purchase of goods ordered before the date of the variation but which are intended to be subject to the variation. If the Buyer is not a Consumer, the buyer agrees that goods delivered and/or ordered after the date of a notice of variation will be subject to the variation and acceptance of the goods or the placing of the order shall be deemed to be an acceptance of such varied terms and conditions.



5 Year Guarantee

Designer Doorware Pty Ltd guarantees their products against defects in workmanship or materials. If, within 5 years the product is found to be defective, Designer Doorware will repair and or supply the same or an equivalent product free of charge (2 years for locks).

Designer Doorware Pty Ltd however, assumes no liability for the following:

- Improper installation or failure to follow the fitting instructions;
- Failure due to improper maintenance or fair wear and tear;
- Indirect or consequential loss or damage;
- Cost of removal and/or replacement and
- Cost of freight and/or travelling time;

All finishes unless PVD are classified as soft finishes; as deterioration is possible under some climatic conditions, these are excluded from this guarantee.

Any modifications to a product as supplied or repairs are excluded from this guarantee.

Product Design

In the interest of constantly enhancing products, we reserve the right to alter our dimensions, materials and designs, any time without notice.

Finishing Care

All Designer Doorware products are made with superior quality materials and finishes to meet strict standards. However, it is necessary that the products be cared for during and after installation to aid in their longevity.

Caring for Door Handles during Installation

The cleaning of new door handles should prevent special problems, although more attention may be required if the installation period has been prolonged. Where surface contamination is suspected, immediate attention to cleaning will promote a trouble-free service life. It's important to know that these products need constant maintenance or they will appear to oxidize.

Caring for Stainless Steel Door Furniture

Clean the stainless steel when it is dirty in order to restore it to its original appearance. This may vary from once to numerous times a year for external application or it may be once a day for an item in hygienic or aggressive situations. Stainless steel is quite easy to clean. Washing with soap or mild detergent and warm water followed by a clean water rinse is usually quite adequate for domestic and architectural conditions.

There are many cleaning products from which to choose. Depending on the type of cleaning and level of contamination, some products are better than others. Although some products are called "stainless steel cleaners" they may scratch the surface and may contain bleach which will dull, tarnish or discolour the metal if not completely removed. We recommend Eagle One Never Dull (available from Designer Doorware). Any rubbing should follow satin lines of the steel and always ensure thorough rinsing after cleaning.

Caring for Living Finishes Door Furniture

For Unlacquered Polished or Satin Brass finishes, apply brass polishing compound (Braso) with a soft cloth which will remove the patina and restore the brass to its original shine.

For all other living finishes, an occasional application of a pure, nonabrasive wax (Johnson paste wax) is helpful in preventing spotting buildup, and light buffing with a soft cloth will produce a high luster. Do not allow materials such as toothpaste, nail polish remover or caustic cleaners to remain on the surface. Over time, with constant cleaning, the surface of your product may begin to show wear. The wear will take the form of faint lines in the highly polished surface.

For best results, it is recommended to follow the proper cleaning routine every 6 months depending on the frequency of use.

Caring for Plated Finishes Door Furniture

To maintain the superior finish of these plated Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or fingerprints.

Do not use harsh solvents, abrasive cleaners or scourers on any of Designer Doorware's products. This may affect the thickness of protective coatings, such as plating, powder coating and lacquer.

We recommend a light clean with methylated spirits only for all Designer Doorware Plated Finishes.

Caring for Powder-Coated Door Furniture

To maintain the superior finish of these plated Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or fingerprints.

We recommend a light clean with use of an automotive polish to remove scratches by working in small sections gently.

Note: Powder-coated colour finishes may chip with rough handling, and therefore caution should be taken during maintenance and use.

Caring for Timber Door Furniture

It is recommended that these Designer Doorware timber products be re-oiled annually for interior doors and every 3 months for exterior or higher use areas.

Caring for Concrete Door Furniture

To maintain the concrete products, the use of warm soapy water and a clean cloth can be used to remove any stains or fingerprints. Should this not be enough to remove a stubborn spill or mark, we recommend the use of a light abrasive chemical compound such as Ajax or Windex as acceptable. Harsh abrasives or cleaning chemicals could wear down the sealer and should be avoided where possible.

For further information, talk to our friendly, specialist consultants +613 9300 8888 or email us customerservice@designerdoorware.com

Product Stewardship

Product Stewardship is a concept whereby environmental protection centers around the product itself. Designer Doorware recognises that there are multiple parties, including suppliers, retailers, users and recyclers involved in the life-cycle of its products and these parties cannot be governed by or held accountable to reducing the environmental impact of Designer Doorware's products, however Designer Doorware looks, where possible, to ensure all stakeholders and related parties involved in the life-cycle of its products are committed to reducing the environmental impact of products, procedures and services within their operation.

Designer Doorware is an environmentally aware organisation that is committed to reducing the environmental impact of its operations.

Overall Environmental Objectives

- To promote a sound awareness of, and favorable attitudes towards, the environment amongst all staff, suppliers and customers.
- To seek to reduce, and where possible limit, any adverse impacts the company's activities may have on the local, national and international environment.

Environmental Policy

- Designer Doorware recognises its environmental obligations, both locally and globally, to future generations.
- Designer Doorware, as a progressive company, accepts its responsibility for environmental protection.
- Designer Doorware operates in a manner which protects the human environment, especially the health of staff, customers and visitors.
- Designer Doorware endeavours to ensure that customers and visitors to its showrooms and offices are made aware of the company environmental values and the types of behavior which might be detrimental to those values.
- The environmental policy will establish a framework for setting and reviewing environmental goals.

Environmental Principles

To support Designer Doorware's Environmental Policy, the following principles have been developed to provide additional direction on specific issues.

Designer Doorware employs the best practicable methods to:

- Conserve energy (produced by non-renewable resources, and by methods which pollute the environment);
- Conserve water resources and minimise wastewater disposal;
- Minimise, and where possible, eliminate the use of harmful substances;
- Ensure the correct and safe disposal of all substances;
- Minimise waste generation through reduction, reuse and recycling;
- Minimise pollution – noise, visual, electromagnetic radiation and odour;
- Address environmental concerns in all planning and landscaping decisions;
- Encourage procurement procedures that adhere to the principles of the environmental policy and
- Encourage teaching and research activities designed to facilitate and implement the policy.

Should you have any queries regarding any aspect of this document please refer your queries to:

Designer Doorware

Head Office
7 Kimpton Way,
Altona, Victoria 3018
Australia