

# MAYWOOD FLOORING

Terms and Conditions



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## 1 General

These terms and conditions apply to all quotations, offers, and sales of products by Maywood Flooring. By placing an order, the Customer accepts these terms in full.

## 2 Pricing and Payment

- Pricing: All prices are subject to change without notice unless a formal quote has been issued. Prices are typically quoted ex-GST unless otherwise stated.
- Payment: Full payment is required prior to the release of goods unless the Customer has an approved credit account. For custom or large-volume orders, a non-refundable deposit may be required.

## 3 Delivery and Storage

- Delivery: Delivery dates are estimates only. Maywood Flooring is not liable for delays caused by shipping, weather, or site conditions.
- Site Access: The Customer must ensure clear and safe access for delivery vehicles. Unloading is the responsibility of the Customer unless otherwise arranged.
- Storage: If goods are not collected or delivered within 14 days of the arrival date, a storage fee may apply.

## 4 Natural Characteristics of Timber

- Variation: Timber is a natural product. Variations in color, grain, knots, and texture are inherent characteristics and are not considered defects.
- Acclimatisation: It is the Customer's responsibility to ensure timber is properly acclimatised to the site environment according to industry standards before installation.

## 5 Inspection and Claims

- Pre-Installation Inspection: Crucial. All products must be inspected by the Customer or Installer upon delivery and before installation.
- Acceptance: Installation constitutes acceptance of the product. No claims for visual defects, color variation, or grading will be accepted once the floor is laid.
- Timeframe: Any shortages or transit damage must be reported in writing within 48 hours of delivery.

## **6 Returns and Cancellations**

- Change of Mind: We do not offer refunds for change of mind or over-ordering.
- Restocking Fee: Returns of stocked items (if approved) may incur a 20-30% restocking fee. Goods must be in original, unopened packaging.
- Custom Orders: Custom-made or specially ordered products cannot be cancelled or returned.

## **7 Limitation of Liability**

Maywood Flooring's liability is limited to the replacement of defective goods or a refund of the purchase price. We are not liable for any consequential loss, including labor costs, delay damages, or loss of profit.