

Terms & Conditions

Quotes valid for 30 days. Goods remain the property of Coote&Co. until paid in full.

MATERIALS

Textile dye lots, furniture stains and paint finishes may vary to samples. Due to the nature of the material, timber products may develop cracks. Join lines may be evident in timber furniture where two pieces of timber meet. Where items are made by hand such as upholstery, hardwood furniture, lampshades or cushions, please allow for discrepancy in approximated sizes. We only use sustainable premium hardwood timber for our bespoke furniture.

Many of the items specified by Coote&Co. are antique or hand made and may have slight flaws and imperfections. In our humble opinion, this part of their charm and value as pieces with a unique story. We endeavour to ensure that our clients are aware of any flaws or imperfections.

CUSTOM & BESPOKE

Custom and bespoke pieces are subject to longer production time frames. Delays can occur due to the intricate nature of creating a one off piece. Once designs have been signed off, no changes are possible. Coote&Co. are not required to provide progress or finished images of custom items in order to receive payment. Payment must be made in full prior to collection/delivery.

DEPOSITS REQUIRED

A 50% deposit is required for orders of any items that are not currently in stock or are of a custom design. Production will not commence until the deposit is received. Irish linen orders must be paid up front, in full.

PAYMENT METHOD

Coote&Co. accepts payment via electronic funds transfer to our nominated bank account. Please note that confirmation of payment is to be sent to info@cooteandco.com.au. Products are not secured until payment has been made.

NON-PAYMENT

Coote&Co. reserves the right to cease work in the instance of non-payment of invoices and fees. This includes but is not limited to invoices from Coote&Co., our suppliers, trades, delivery companies and contractors. No refund of money, return of product or completion of production will take place.

ESTIMATED TIME FRAMES

Whilst we aim to meet production time frame estimates, be aware that delays can occur that are out of our control. Please understand that handcrafting products takes time and estimated arrivals are determined from when deposits are made. Coote&Co. is not required to pay for delivery or alternative arrangements in the event of delays.

RETURNS & REFUNDS

We are not required to provide a refund or replacement upon change of mind. You are entitled to a refund or exchange if the item has a major problem that cannot be repaired within a reasonable time frame. Credit notes are strictly valid for 12 months.

DAMAGES & REPAIRS

Coote&Co. checks all products prior to delivery to ensure the quality of each piece. Should an item be delivered to you with damages, please notify us within 24 hours of receipt. We will require information and images of the damage and will endeavour to repair or replace the item in a reasonable timeframe. Any damage or wear and tear occurring after this 24-hour period is not the responsibility of Coote&Co.

DELIVERY

Prices are not inclusive of delivery. We can provide a quote for delivery upon request. Please note that for any purchases requiring delivery via post, courier or any means other than collection, we will take out insurance on delivery which will be charged as part of the quote.

MARKETING

Coote&Co. reserves the right to photograph and publish (on social media, website or other medium) images of products, schemes, and interiors produced or supplied by Coote&Co. Client information will always be kept confidential unless previously requested.

DISCLAIMER

Neither Coote&Co., nor its employees, agents or contractors are liable for any damages whatsoever arising out of, related to the use of our product, website or any other website linked to it. This limitation applies to direct, indirect consequential, special and punitive or other damages you or others may suffer, as well as damages for loss of profits and business interruptions.

Coote&Co. reserves the right to update the terms and conditions set out herein without notice.