

Terms & Conditions

Quotes are 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 agreed samples. Where items are made by hand such as upholstery, hardwood furniture, lampshades or cushions, please allow for discrepancy in approximated sizes. Join lines may be evident in timber furniture where two pieces of timber meet, timber is a natural material. Cracks may develop in timber. We only use sustainable premium hardwood timber for our bespoke furniture.

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

DEPOSITS REQUIRED

A 50% deposit is required for items that are not held in stock. 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, delays can occur which are out of our control. Where delays occur we will notify you immediately. 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. We will always take out insurance on delivery which will be included in the price.

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.