

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 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 and as such may have variances and imperfections which are not considered a flaw. Cracks may develop in timber. We only use sustainable premium hardwood timber for our bespoke furniture.

DEPOSITS REQUIRED

A 50% deposit is required to confirm orders for items that are not held in stock. 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. Confirmation can be sent to info@cooteandco.com.au. Online credit card payments will be subject to 1.75% fee. Products are not secured until payment has been made.

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.

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.