

TERMS & CONDITIONS

The customer acknowledges the following as part of our Conditions of Trade:

INTERPRETATION

Unless the context otherwise requires:

1. Buyer means the person or company names in the sales invoice or quotation and, in the case of an individual, his executors, administrators and assigns, and of a company its successor assigns.
2. Seller means Two Tease Architectural Hardware ACN: 628 868 655
3. Quotation means the form of quotation submitted by the Seller to the Buyer.
4. Sales invoice means the document called Pro-Forma or tax invoice by the seller to the buyer
5. Any special condition set forth in the quotation shall be read and constructed so as to vary these printed forms and conditions but only to the extent of any inconsistency.

QUOTATION

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

PRICES & TAXES

1. A minimum order value of \$55.00 (GST inclusive) applies. Back orders are exempt from this charge.
2. 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.
3. Any price appearing on packaging is a recommended price only. There is no obligation to comply with these recommendations.
4. All prices on our website are GST included and the recommended retail price.
5. All prices are in AUD, unless stated otherwise.
6. 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
7. This current price list supercedes all previous price lists which should now be destroyed

INDEMNITY

1. 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.

DELIVERIES

1. The Customer acknowledges that any Delivery Date is indicative only and is not guaranteed.
2. The Customer acknowledges that any time of day estimated for delivery is an estimate only. Two Tease cannot guarantee that Goods will be delivered at any particular hour of the day.
3. Any times quoted for delivery are estimates only and the Supplier will not be liable to the Customer for any failure to deliver or for delay in delivery of goods occasioned by any cause whatsoever whether or not beyond the control of the Supplier.

4. The Customer authorises the Supplier to deliver goods to the place nominated by the Customer. The Supplier will not be liable on any basis whatsoever for loss suffered by the Customer after delivery to the nominated delivery place.
5. The Supplier will not be obliged to obtain a signed receipt or other acknowledgment from any person at the nominated place for delivery but if a signed receipt or other acknowledgment is obtained from someone believed by the Supplier to be authorised by the Customer to sign or otherwise take delivery, then such signed receipt or other acknowledgment will be conclusive evidence of the Customer's acceptance of the goods delivered.
6. All parcels will attract a freight charge. Couriers deliver during business hours. All prices are exclusive of GST and subject to change.

New South wales orders per 20kg and up to 1m;

- » Sydney metro: \$25.00 net
- » All other areas: \$30.00 net
- » Items over 1m additional charge will not be charged.

Interstate orders for metropolitan areas of Australian capital cities:

Standard Service;

- Freight will be delivered by couriers and delivered during business hours.
- » NSW: \$30
 - » VIC: \$30
 - » QLD: \$35
 - » SA: \$35
 - » WA: \$55
 - » TAS: \$62
 - » North QLD: \$65
 - » NT: \$70

Express Service;

- » Overnight air bag up to 3kg \$28.00 net
- » Overnight air bag up to 5kg \$45.00 net
- » Overnight air service for 5kg plus \$28.00 net per kg
- » All other areas P.O.A.

Back orders and Part Shipments;

- » Incur freight charges

PART DELIVERIES

1. 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.

BACK ORDERS

1. Back orders will be advised at the time of ordering and an estimated time of deliver provided.

CANCELLATION OF ORDER

1. Unless expressly provided in writing, the buyer shall have no right to cancel any order.
2. 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 any order.
3. Special orders cannot be canceled once underway from supplier.

PAYMENTS

1. All goods must be paid in full prior to supply.

WARRANTY

1. Two Tease Architectural Hardware guarantees products against defects in workmanship and materials. See our [Warranty Information document](#) for detailed information on our brands warranty. We will however, assume no liability for the following:
 - a. Improper installation or failure to follow the fitting instructions.
 - b. Failure due to improper maintenance or fair wear and tear
 - c. Indirect or consequential loss or damage
 - d. Cost or removal and/or replacement
 - e. Cost of freight and /or traveling time
 - f. Brass and all plated finishes are classified as soft finishes. As deterioration is possible under some climatic conditions, these are excluded from the guarantee.
 - g. Any modifications to a product as supplied, or repairs are excluded from this guarantee.

2. Certain finishes which are applied to goods are protective coating which may wear off. The Seller is not liable for any tarnishing or excessive wear of such finishes. Such tarnishing or excessive wear is not a defect of the goods and the Seller is not liable to accept return of such goods under any warranty.

OUTSIDE INTERFERENCE

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

ACCEPTANCE/ RETURNS

1. Check under [Refund policy](#) on our website for all information on acceptance and returns.

If you have any questions,
please feel free to contact us at:

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 TWO TEASE
ARCHITECTURAL HARDWARE