

Terms & Conditions

As a valued customer of t-bac design, we have outlined our terms below to ensure that your experience is a satisfying one. Please feel free to send us an email if you have any further questions.

PRICES

All transactions are processed in AU\$

PAYING FOR YOUR PRODUCTS

We require a deposit as to the agreed amount on the quotation before we can begin arrangements for the manufacture or supply of the products to you. The balance of the invoice is payable prior to delivery. Standard payment terms for t-bac design are 40% deposit. Deposit is non-refundable.

If buying online, full payment is required before we can begin arrangements for the manufacture or supply of the products to you. We accept payment through Paypal, or via bank transfer. In the case of a bank transfer, we will supply you with an invoice including all the details needed.

All products will remain the property of t-bac design until payment is received in full and delivered from t-bac design.

Goods delivered overseas may be subject to import duties and taxes. Such taxes will be payable when the goods reach their destination. Unfortunately t-bac design has no control or liability for them. The liability for payment of such customs duties rests solely with you. t-bac design is not responsible for any additional fees including import or other taxes, please check your countries customs systems before payment.

QUOTATIONS

Quotations are valid for 30 days barring errors or omissions.

LEAD TIMES

If the lead time estimates are not on the website please contact t-bac design for further information. Whilst t-bac design will make every effort to achieve nominated delivery dates, delays do not constitute a breach of contract and t-bac design is in no way liable for any resulting damages.

DELIVERY

t-bac design will endeavor to process and deliver your order as soon as we can. Please allow up to 10 - 20 working days within Australia for delivery of online orders. For all international online orders please also allow custom processing times on top of 20 working days. Delivery dates are estimates only and t-bac design is unable to accept any liability for failure to deliver the products within the specified time for any reason. If a product is out of stock please see the Lead time information or contact info@tbacdesign.com for more information. Delivery times will be arranged with you in advance.

(Australia) If there is no one available to accept delivery, t-bac design will not be responsible for transport or re-delivery costs.

(rest of the world) If there is no one available to accept delivery on the pre-arranged delivery date, t-bac design will not be responsible for storage, transport or re-delivery costs from your local courier company.

SPECIFICATIONS

All drawings, dimensions, samples, descriptive matter and specifications are intended as a guide only.

ORDERING YOUR PRODUCTS

Once an order has been accepted, no cancellation of that order is valid unless you receive our written communication endorsing the cancelled order. Your deposit is NOT REFUNDABLE unless the goods ordered specifically for you cannot be manufactured.

INSPECTION OF PRODUCTS

Inspection of products is required on delivery. Any damage must be noted on delivery docket presented to you by carrier for signature. Notification is required within 24 hours to our office of any damages or shortages. We will not be responsible for any damage unless we are notified within time period specified above.

RETURNS

Unless goods are faulty, and we are duly notified as outlined above, we are unable to refund, exchange or credit your account. In case of damaged goods, please refer to the warranty policy for products.

DESIGN MODIFICATIONS

Modifications to products outside the standard specifications may be possible. No guarantee can be given that a requested change can be made. Any variation agreed to by t-bac design may incur additional costs. All requests for modifications must be submitted in writing. Usually an additional lead time will need to be factored in.

Our liability

We will ensure the product is to a high quality manufactured standard as described in the product description.

WARRANTY

A warranty period of 12 months is applicable on all items unless otherwise specified.

The warranty excludes fair wear and tear and will only be applicable to faulty materials or workmanship.

Note, many designs from t-bac design have components of hand finishing, for this reason there will be cases where there are minor inconsistencies from one piece to another.

Ane Collection warranty

The Ane stools / Tisane tables and the Islero chairs are covered by a 5-year warranty on the structural integrity of the timber items under normal usage conditions. The warranty does not cover product damage due to what can be deemed fair wear and tear. Solid timber, is a natural product and is therefore subject to changes in the environment. Any movement, joint separation or bowing in timber as a result of change in humidity or fluctuating temperatures is not warranted.

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