
Terms and conditions

PRICES

All transactions are processed in AU\$\$ and ex-factory.

QUOTATIONS

Quotations are valid for 30 days barring errors or omissions. As prices are ex-factory and an additional freight component must be charged.

DESIGN MODIFICATIONS

Modifications to products outside the standard specifications may be possible. All requests for modifications must be submitted in writing and are subject to Jordan's approval. Additional lead time and surcharge will apply.

SPECIFICATIONS

All drawings, dimensions, samples, descriptive matter and specifications are intended as a guide only. Jordan reserves the right to change, alter or modify the design, dimensions, construction or costing of any item of furniture without prior written notice.

ORDER CONFIRMATION

An order confirmation will be forwarded to you in acknowledgement of receipt of your order. This document superseded all prior correspondence in relation to your order (verbal, written, graphic or otherwise). We will proceed with your order, as per your order confirmation, unless we receive written notification of any requested changes with 24 hours.

ORDER AMENDMENTS OR CHANGES

Once your order has been confirmed any request for subsequent changes must be sent in writing. No guarantee can be given that the requested change can be made. Any variation or cancellation agreed to by Jordan will incur additional costs.

UPHOLSTERY - FABRIC AND LEATHER SUPPLY

Jordan prefers to order all fabrics and leathers on behalf of customers. When customers' own material ('COM') is to be supplied please ensure all rolls are clearly labelled with your company details, our order number and project/client name. Please send to our factory 66 Ricketts Rd, Mt Waverley VIC 3149. Jordan reserves the right to reject fabrics and leathers deemed unsuitable for upholstery on our designs.

LEAD TIMES

Please contact our sales office for current lead time estimates. Failure to provide all relevant information may delay lead times. Whilst we will make every effort to achieve nominated delivery dates, delays do not constitute a breach of contract and Jordan is in no way liable for any resulting damages.

PAYMENT

Our standard payment terms are 40% deposit. Deposit is non-refundable. Balance due prior to release of the goods. Goods remain the property of Jordan until full payment has been received. Payments by credit card will attract a surcharge of 1% for Visa/Mastercard and 3.4% for Amex.

DELIVERY

Delivery times will be arranged with you once goods are ready for despatch. The freight charge covers a single delivery at ground level during normal weekday delivery hours. Prior to delivery please provide us with full written details of any difficulty to access eg. stairs, delivery dock, lift etc. We reserve the right to charge additional costs for unusual access not advised in writing. We offer an inspection service, with additional fee, prior to order commencement for potential difficult deliveries.

If you are unable to accept delivery within 7 days from our first call following the completion of your order, the invoice must be paid in full. In addition, a storage fee of 1% of the value of goods per month or \$100 per week (whichever is higher) is payable.

INSPECTION

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 sales office of any damages or shortages. We will not be responsible for any damage unless we are notified within time period specified above.

RETURNS

Please choose carefully, we do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website.

For any additional questions, please call Jordan on 61 3 9548 8866.

