

CHRISTOPHE LIVING – TRADE TERMS & CONDITIONS

By enrolling in our trade program you agree that you fully understand and abide by the following terms and conditions. You will be notified of any additions and changes to our terms and conditions and hereby agree to accept these or to notify us that you wish to cancel your trade membership.

ORDERING

It is your responsibility to check that all details in an order are correct.

- Access – that the furniture can be easily delivered and fits through doors, hallway, lifts etc
- If lifts concierge need to be notified to protect lift internals please make sure to arrange this and coordinate with time of delivery
- That the furniture is appropriate for the intended use and customer requirements
- That customers are made aware of the warranty terms, care and factors that may void warranty (see warranty terms)
- All quotes provided are valid for 30 days and will automatically expire after this date
- Orders are only accepted by Christophe Living if confirmed in writing via email:
jc@christopheliving.com

PAYMENT

There are two ways we work with the interior design trade:

Option 1 – we invoice you with the trade price and you are responsible for the deposit and the final payment prior to delivery.

Option 2 – we invoice your customer and they are responsible for the deposit and the final payment prior to delivery. At your request we can add a design fee within the total cost – this will be paid to you upon receiving your invoice for that amount, once we have received the final payment from your customer.

A deposit of 50% of the total order cost is required upon receipt of a pro forma invoice. Final payment is due prior to delivery or pickup.

Notification will be given upon completion of your order at our workshop and upon request we will send you photos of the completed item for inspection. You are also welcome to view the goods within a specified time window at our factory/warehouse in Padstow, Sydney.

We accept payment by EFT, cheque and Visa and Mastercard credit cards. A 1.5% surcharge applies for all credit card payments. This fee will be invoiced separately to the order.

You are solely responsible for meeting the payment terms on orders made by you for yourself or business or on behalf of your customers, unless you request that we invoice your customer directly.

FURNITURE SPECIFICATIONS

All measurements on the website are approximate. As items are hand carved there may be small variations between each piece. If you are having furniture made to fit within a confined space, please specify the maximum size (in mm).

In relation to chairs and other legged furniture we level them before leaving the factory but cannot guarantee they will not rock on uneven (particularly tiled) floors

FABRIC

It is your responsibility to clearly specify upholstery details.

It is your responsibility to check the fabrics before sending them to us to make sure that:

- It is the right fabric, colour and pattern you wished to order
- You check for any faults
- The pattern repeat works for the intended item
- It has the right martindale rub factor for the intended item.

Please be aware that:

- We will always use the inside of the roll unless specified to otherwise
- Stripes will be upholstered up and down (vertically) unless specified otherwise
- Velvet and pile fabrics will be upholstered with the pile facing down, this will result in the shade being different depending on the viewing angle on some sections of the upholstered piece of furniture
- We will attempt to match fabric in piping but this is not always possible.
- You must advise your customer of care and cleaning as well as fabric warranty and environmental factors such as light, sun and moisture that may affect or void the warranty.
- Some thin fabrics and silks may require to be backed, you will need to get this done by an accredited professional yourself. If we feel that the fabric should be upholstered on top of calico we will let you know and advise you of the extra cost
- Some fabric houses request faults be reported within a set timeframe. We suggest that you have fabric delivered to you first for a thorough inspection within the fabric house defect reporting window.
- We may not open the roll within this timeframe, or open the full roll before cutting, so will not be held responsible for issues that go unreported by you.

If required by your customer or statutory regulations to have fabric professionally flame proofed and stain guard treated, this falls under your responsibility. Please consult a professionally accredited company who can certify the treatment.

TIMBER AND PAINTED FINISHES

As timber is a natural product, some movement within timber pieces and joints is expected. It is usual for painted furniture joints to show as hairline gaps. This is due to natural joint movement and the contrast between the timber and the painted finish. These hairline and joint gaps may increase with temperature and ambient moisture changes. These are much less visible in timber polished finishes as the hairline gaps are usually the same colour as the finish.

DELIVERY

Final payment is required before delivery.

We use a number of professional transport companies, you may request to use your own.

Items are **not** insured during transit. You may organise transit insurance with your insurance agent. For interstate transport some of our transport companies can supply an insurance quote. Otherwise you are free to organise your own transport insurance.

WARRANTY

All our furniture is guaranteed free of workmanship defects for 5 years when used domestically. Items ordered for commercial use come with a 2-year guarantee.

This excludes fabrics, leather and damage caused by excessive use or weight. Air conditioning, sun or excessive moisture may have an adverse effect on furniture and is not considered a workmanship defect under these terms and conditions.

In the event of a faulty item, we will strive to repair or replace it. If this is not possible we will offer a refund. All returns must be approved by email or phone – we will not accept any items shipped to warehouse or showroom without prior approval.

REFUNDS AND CANCELLATIONS

As every order is customised, there are no refunds or cancellations after order confirmation. Even if your customer cancels the order you are liable for the final payment .