

## TERMS AND CONDITIONS

### THANK YOU FOR YOUR PURCHASE, WE WILL CONTACT YOU AS SOON AS YOUR ORDER IS COMPLETE

- LEAD TIME:** The promised date quoted is only approximate (prom/date) and is for delivery based on manufacturer's estimates. Delays of 4-6 weeks can occur due to circumstances beyond our control.
- MEASUREMENTS:** While Le Cornu Furniture Centre makes every effort to provide correct and accurate measurements these may vary and may change without notice.
- DEPOSIT:** A minimum of 15% of total purchase is required with order, (33% for flooring products). Please choose carefully as this deposit is non-refundable for change of mind.
- CANCELLATION:** All cancellations must be approved by store representative from the store of purchase, and will result in an administration fee equal to 12.5% of the total purchase amount.
- PAYMENTS:** We accept cash, credit cards, money orders and bank cheques for all payments in-store. Personal cheques or business cheques can only be accepted with prior arrangement and will take up to 5 working days to process.
- Final payment must be received 24 hours prior to delivery. Title of goods will only pass upon receipt of full payment with clearance of funds into Le Cornu Furniture Centre's bank account. A dishonour/accounting fee \$50 applies for cheques or direct debit. Any expenses, costs or disbursements incurred by the supplier (LeCornu Furniture Centre) in recovering any outstanding monies including debt collection agency fees and solicitors costs shall be paid by the customer provided that those fees do not exceed the scale of charges as charged by the debt collection agency/solicitor.
- COLLECTION:** Must occur within 7 days of notification that your order is complete. A storage fee of \$25 per week may apply after this time. A delivery service for which a fee is charged can be arranged. The customer is responsible for verifying building access and measurements for items to fit. Delivery upstairs is available for an additional fee, delivery service staff do not deliver over balconies or dismantle fittings (ie, doors windows to gain access). We do not accept responsibility for damaged caused to your property arising from the delivery of your goods. Our warehouses are open 9.00am to 4.30pm Monday to Friday.
- DELIVERY:** Items must be signed for on delivery, implying that they have been received in good order by the signee. Packed items with any marks/scratches/dents are to be reported within 24 hours for any action to be considered.
- COLLECTION:** Items must be inspected at point of collection and once signed for no responsibility will be taken by Le Cornu Furniture Centre for any transit or handling damage that may occur.
- RETURNS:** Goods can not be returned without prior notice and approval of store representative of place of purchase and must be accompanied with receipt or proof of purchase. All costs incurred for return are at customer's expense. Returns will only be accepted where there is a manufacturing fault. For health reasons, mattresses and soft bedding cannot be returned. Accessory items must be returned/exchanged in original packaging unopened and undamaged.
- TIMBER/LEATHER:** These are natural products and will vary in grain, finish and colour and as such will not be specifically guaranteed for. Remember no two items are the same with knots and grain variation being as nature intended. Natural scaring in leather is also a feature, proof that real leather is being used.
- FLOORING/CARPET:** Unless otherwise specified it is the customers' responsibility to ensure that the area has been prepared prior to installation of the carpeting / flooring. As such please ensure that all appliances, knick knacks, furniture, door frames and other obstructions have been removed from the area(s) being covered. If this has not occurred, or if Le Cornu is moving the furniture we shall not be held for any subsequent damage/breakage.
- This order is also subject to final measurements, unless the customer takes full responsibility for their own measurements. The customer also understands that if the sub floor cannot be properly inspected and the condition assessed, Le Cornu cannot assume responsibility for the cost of any preparation required. Placement of floor covering joints is at the discretion of Le Cornu unless otherwise specified.
- Le Cornu takes no responsibility for any occurrence of shading or pile reversal. Further, we take no responsibility for removal, floor preparation, or sanding, where asbestos is present.
- CARE INSTRUCTIONS:** These will vary depending on your items(s) of purchase – please check the care instructions provided with the product for details.
- OUR OBLIGATIONS:** LeCornu will deliver your products on the delivery/installation date as arranged with the customer. LeCornu is not liable for the failure to deliver/install your products on the delivery/installation date if the failure is caused by any circumstances beyond the control of LeCornu's control, including but not limited to, transport strike, industrial dispute & manufacturing or delivery delays. In this event, LeCornu and the Customer will agree a new delivery/installation date.
- Please refer to guarantee/warranty received with order for details on warranty of individual products. Retain your tax invoice as proof of purchase for all warranty issues. Warranty is non-transferrable and only applies to those named on the receipt. All claims are on a returned back to state distribution centre basis and any associated costs are at customer's expense.
- This warranty is in addition to the rights granted by relevant State and Federal laws, and in particular the Trade Practices Act 1974 and corresponding State Fair Trading legislation. Please ensure that you keep your receipt in order to validate your warranty.
- We are not responsible for any marks, dents, stains or colour transfer from items purchased if on your timber floors. It is your responsibility to protect your floor as timber floors are of different species and have different finishes.
- Our obligations only extended to those item(s) which have been cared for according to the care instructions and which have been used only in a manner for their intended purpose. If the customer fails to follow care instructions or uses items for a purpose other than the intended the Le Cornu warranty and other obligations may not apply.**

At Le Cornu Furniture Centre and its associated entities, we are fully committed to respecting your privacy. For a more detailed view of our policy, visit [www.lecornu.com.au](http://www.lecornu.com.au) or contact the Privacy Officer at:

Privacy Officer  
Le Cornu Furniture Centre  
PO Box 296  
Keswick SA 5035  
Phone: +61 8 8292 3333  
Fax: +61 8 8292 3319  
E-mail: [privacymanager@lecornu.com.au](mailto:privacymanager@lecornu.com.au)

Key Contact Numbers  
Bedding Customer Service ph +61 8 8292 3300  
Lounge Customer Service ph +61 8 8292 3322  
Dining Customer Service ph +61 8 8292 3344  
Flooring Customer Service ph +61 8 8238 3675

It is the customer's responsibility to move and re-connect all appliances and to re-install doors if they are removed. Customers are responsible for their own measurements.