

WARRANTY, CREDIT & REFUND POLICY

Introduction

The purpose of this policy is to clarify the terms and conditions relevant to warranty claims, credits and refunds.

Warranty Information

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure

General

Please note that in order for us to assist you with any problems surrounding your delivery – including damages, missing items or incorrectly supplied products, you must inform us **within 48 hours** of receiving your order. You can do this by emailing us at info@iconicofficefurniture.com.au .

Warranty on Defects:

In case of defects in our materials or workmanship, please take note of the following:

What you can do:

Ensure you inspect your new product as soon as you receive it and email us at info@iconicofficefurniture.com.au immediately if you notice a problem. Warranty claims in relation to defects must be made within 48 hours of receipt of the item. Take a photo of the issue (if applicable) and email it to info@iconicofficefurniture.com.au . We will call you to discuss the problem and find a satisfactory solution.

PLEASE NOTE that if you are going to store your items for any length of time before assembling them, you **must still inspect the goods within 48 hours** and advise us of any issues. We cannot be held responsible

for damages which may occur to items which have been stored without inspection after the 48 hour time period has passed.

What we will do:

Repair the item (or part thereof); Resupply a new item or Refund the customer. All expenses associated with replacing/repairing defective items will be at Iconic Office Furniture's expense.

Items Damaged in Transit:

Whilst we do everything in our power to ensure that items supplied flat packed/boxed are delivered in perfect condition, at times accidents do occur in transit and items may arrive damaged.

What you can do:

BEFORE signing the Proof of Delivery docket, carefully check the packaging of all items delivered to ensure there is no obvious, external damage to the cartons. If you notice torn or broken packaging, please make a note on the Proof of Delivery document e.g. "Packaging on one item is damaged. Will advise if contents are affected once unpacked" or something to that effect. DO NOT SIGN to say 'RECEIVED IN GOOD ORDER' if you can see damage to the packaging. Warranty claims will be difficult to process if no notification is made on the POD at the time of delivery.

In the event of a 'Contactless Delivery' where no POD is presented, please carefully inspect the packaging and goods inside. Photograph any visible damage on the packaging and/or item and email through to us at info@iconicofficefurniture.com.au. Keep the damaged item and the damaged packaging in case we need to retrieve the item for insurance purposes. **Take photos of the item AND the packaging.** All costs for retrieving the item/s will be paid by Iconic Office Furniture. All reports of damage in transit must be received within 48 hours of delivery. You can email us to report damage at info@iconicofficefurniture.com.au.

What we will do:

Once we receive an official notification (within 48 hours of delivery) by email of an item damaged in transit, we will organise a replacement product to be re-delivered as soon as is practicable. This will at times

depend on the frequency of transport companies delivering to certain areas, but our aim will be to supply a replacement in the shortest possible time frame.

Please note:

Customers who organise their own transport will need to refer to their freight company in case of damages during transit. We strongly suggest that customers take out freight insurance.

Items Damaged During Delivery/Assembly:

Our delivery and installation crews are experienced, knowledgeable and well trained. However, at times, accidents do occur and items may be damaged during the unloading, delivery and/or assembly process.

What you can do:

In the unlikely event of the delivery/assembly crew not noticing the damage, please talk to them if they are still on site and point out the issue. Ask them to contact our office to discuss a solution. If they have already left site when you notice the damage, please email our office immediately at info@iconicofficefurniture.com.au to report the problem. If you are able to send us a photo of the damage, this will speed up the process.

What we will do:

Any damaged products will be replaced as soon as is practicable.

Items Failing Under Warranty:

At Iconic Office Furniture all our products are made from commercial quality materials and undergo thorough quality control processes. However, over time and due to usual wear and tear, products may no longer function efficiently or may require certain components to be replaced. All our products are covered under a warranty which lasts for a specific time frame. This time frame may vary between products, however the warranty period is clearly stated next to each item on our website. As long as items have been used solely for the purpose for which they were intended (e.g. a chair has been used as a chair and not to stand on as a makeshift ladder etc); we will honour the warranty as specified for each product.

What you can do:

Check the warranty period for your faulty item to ensure it falls within the warranty time frame for your particular product. You can do this by checking the warranty period on our website

– www.iconicofficefurniture.com.au – and searching for your particular product. The warranty period will be stated in the product description. Check the date of purchase on your invoice or order to ensure the item is still under warranty. If all is in order, please have your Invoice or Order Number ready and email our office at info@iconicofficefurniture.com.au to report the problem. Sending a photo of the damage (if applicable) is always very helpful and can speed up the process.

What we will do:

On receiving the email regarding a faulty item we will do the following: Check that the item is still under warranty; Request some information on how the item became damaged or faulty to ensure it has not been used for a purpose other than that for which it was intended; Repair the item (or part thereof); Replace the item with a new one. If the same product is no longer available, we will endeavour to replace it with a similar product. Products are subject to being changed or discontinued at any time.

Credits and Refunds

- Iconic Office Furniture does not offer full credits or refunds if customers simply change their mind or make a mistake when ordering – unless a request to cancel the order is received BEFORE the item has left the warehouse and delivery has taken place. In this case, a refund will be offered (see associated costs and information below) or we will amend the order to reflect the correct item and reschedule delivery.
- If delivered items are still in their original packaging and are unused we may be able to offer an exchange for another item or a refund. A restocking fee of 20% of the value of the returned item/s and a pick-up/re-delivery fee (if relevant within our metro delivery zones) will be incurred to cover costs.

- For customers in our metro delivery zones – If the item is NOT to be replaced (i.e. the customer does not want a different size, colour etc, and does not want another product in its place) and a straight refund is required, the responsibility of returning the item to the warehouse will be at the customer's expense. While we can in certain circumstances, accommodate the customer dropping off unwanted items at relevant warehouses to save on costs and time, please note that some items are only available from warehouses in one state, for example, Victoria or New South Wales. So if you live in a different state to that particular warehouse, a physical drop off will not be possible.
- If customers outside of our metro delivery zones, change their mind about an item and wish to return it (i.e. it is still in its original packaging, there is no damage to the item and it is not to be replaced under warranty), then the responsibility of returning the item to the warehouse will be at the customer's expense.
- For all our customers, metro and rural, if the unwanted item IS to be replaced with another product from our warehouse, we will only be able to issue a credit/refund once the original product has been received, inspected and declared re-sellable by the warehouse staff. This process could take a few days depending on how busy the warehouse staff are at the time. The responsibility of returning the unwanted items to the warehouse rests with the customer.
- Please note that some returns may have to go interstate as certain products are available from warehouses in one state only, for example, only in Victoria or only in New South Wales. Please email us and we will advise the location/delivery address for each item.
- It is highly recommended that customers take out insurance on all freight in case items arrive back at the warehouse damaged or get lost in transit. We are unable to offer a refund on items which arrive back at the warehouse damaged.
- If items are not in their original packaging or have already been assembled by the customer or Iconic Office Furniture, and/or used by the customer, we are unable to exchange them or offer a refund.

PLEASE NOTE:

Iconic Office Furniture reserves the right to refuse to supply customers at our discretion as stated in Australian Consumer Law, Schedule 2 of the Competition and Consumer Act 2010 (previously known as the Trade Practices Act 1974 (TPA))

At Iconic Office Furniture, our clients can be confident that our products will maintain their quality and are able to stand the test of time. However, if a problem arises, our aim is to minimise the inconvenience and disruption to our customers by providing a fast, fair and efficient solution.