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Terms and Conditions

All transactions are processed in AUD and ex-factory.

QUOTATIONS	Quotations are valid for 30 days except in the case of 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 SBW's approval. Additional lead time and surcharge may apply.
SPECIFICATIONS	All drawings, dimensions, samples, descriptive matter and specifications are intended as a guide only. SBW 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 supersedes 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 changes or cancellation made to the specification and or quantities of goods once the goods have been produced and/or delivered, will be wholly and solely at the clients expense including any delivery and/or restocking fees.
UPHOLSTERY - FABRIC AND LEATHER SUPPLY	SBW 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 address as specified by your SBW sales consultant.
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 SBW is in no way liable for any resulting damages.
PAYMENT	Our standard payment terms are 50% deposit, upon placement of order. Deposit is non-refundable. Balance due prior to release of the goods. Goods remain the property of SBW until full payment has been received.
DELIVERY	Delivery times will be arranged with you once goods are ready for dispatch and receipt of final payment has been made. 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.
USE	SBW will advise if products are suitable for use Indoors or Outdoors. SBW warranties are only valid when products are used correctly, for their intended purpose, in the environment suitable to that product. Please contact SBW immediately if you are uncertain if the products you are purchasing are suitable for the use in the location you intend them for.
FIT FOR PURPOSE	SBW will advise clients of suitable products for their intended application based on information provided by the client. It is the client's ultimate responsibility to ensure that products purchased are fit for purpose. SBW warranties are only valid when products are used correctly, for their intended purpose, in the environment suitable to that product. Please contact SBW immediately if you are uncertain if the products you are purchasing are suitable for the use you intend them for.
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. Any questions, please call SBW on 1300 396 487.