



HK Living Australia: Terms and Conditions

1. **Introduction:** In these terms and conditions (the HK Living Australia: Terms and Conditions), "we", "our" or "us" means HK Living Australia.
 - 1.1. We may revise the Terms and Conditions from time to time by updating this document. The revised terms will take effect when they are posted.
2. **Received items:** orders should be checked when received and any damaged items must be reported within 24 hours or no claims will be accepted. Images must be provided for assessment.
 - 2.1. Original packaging must be retained for photographing and/or repacking. Claims on damaged and faulty goods will be replaced or credited once returned to the HK Living Australia warehouse.
 - 2.2. HK Living Australia will not accept liability for any breakages or damages to goods, which have been moved from the original delivery point.
 - 2.3. A credit, which can be used towards the next order, will be issued if the same item is not available and is valid for 12 months from the date of issue.
 - 2.4. No credit will be given on freight. Replacement items can only be delivered to the original address supplied by the purchaser.
3. **Variation of Stock:** occurs due to the character of the product and is not a fault as they are recycled or hand made. HK Living Australia will not replace or refund change of mind stock based on variations. HK Living Australia will have to be notified by the purchaser if variation cases are vital to their projects.
4. **Style vs. Environment:** HK Living Australia will not refund, credit or exchange if it is obvious that items are not suitable in this situation. Please consider the product and the material they are made from whether it will be suitable.
5. **For Pro-forma Customers:** the minimum spend is \$1800 (first order) and goods will not be dispatched until fully paid unless previously agreed. A 50% deposit will be required to hold stock for an agreed further period. It is the responsibility of the purchaser to check the invoice thoroughly for discrepancies of size, style and delivery address before dispatch.
6. **Turn-over/Lead Times on Delivery:** is an estimated two business days once goods have been dispatched from the HK Living Australia warehouse. Items

are only secured once payment has been received. We can only provide an ETA for dispatched orders and it should only be used as a guideline.

6.1. HK Living Australia will not be liable for any late deliveries. It is also the responsibility of the purchaser to contact the courier for delivery times and we can provide relevant tracking details upon request.

7. **Warehouse Pick-Up:** is available for customers wishing to collect orders with at least 24 hours notice. Pick up times are between 9.00am to 4.00pm from Monday to Friday. HK Living Australia will not be liable for any damages that occur after leaving our warehouse, as this is the responsibility of the purchaser and/or the freight provider at the time. Items are required to be checked at pick up.
8. **Items that are Not in Stock:** will be automatically placed on back order. HK Living Australia cannot guarantee to hold items in stock until back order items are available.
 - 8.1. We will require a 50% deposit to hold available stock for customers requesting orders in one delivery should items for completion of orders be more than 14 days away.
9. **Items on Hold:** are held for a maximum of three business days only and after this time, items can be returned to stock without further notice.
10. **Delivery Charges:** involve a drop-off service only unless otherwise specified at the time of purchase. If a delivery situation changes after dispatch (such as: re-direction, re-delivery, extra assistance), additional costs will incur. These costs are the responsibility of the purchaser and payable to HK Living Australia before the delivery is finalised.
11. **AMEX cards:** will incur a 3% surcharge. There is no surcharge on all other credit card payments. HK Living Australia will also accept direct deposit payment into our bank account – details below:
BSB: 083372
ACC: 137 405 404
12. **Please refer to our website:** www.hklivingwholesale.com.au for any updates on pricing, products, and new events.
 - 12.1. HK Living Australia prices are subject to change without notice but we will endeavour to notify customers beforehand and will also honour prices for purchases already in progress. We encourage customers to have our current catalogue and most up-to-date price list on file. Last but not least, any customer feedback or comments are always valued.