

# Terms & Conditions

By accessing or using this website you agree to the following terms and conditions of use for any services available on this site. Information provided is for general informative purposes only. This should not be substituted for legal advice. All information is up to date as of 18th JULY 2014.

Should any part of the Terms and Conditions, Online Purchases or Privacy Policy change, this will be posted here. While this is generally updated, we accept no liability, including loss or damage that you or a third party may incur from the use of this site or from a third party interception of this site. Savage Design reserve the right to modify the information provided on this site at any time to improve its function or as required by law.

## Copyright

Information and design of this site is protected by Australian Copyright Law. Any reproduction of the site or its content may be seen as an infringement of intellectual property law and is prohibited. Savage Design grants access to use the website for personal and non-commercial use. Any other use of this information is unauthorised. Should you wish to use any content from the site, please contact Savage Design for permission.

## Online Purchases

Customers should clearly understand the terms and conditions before purchasing online. Please read the following policy regarding purchases, returns and exchanges. Should you have any questions, please contact us.

## Payment

When making an online purchase, you agree to purchase the product/s at the stated price as well the added shipping charges as shown on checkout. All prices are listed in Australian Dollars (AUD) and include GST for Australian customers. (International orders are exempt from GST and this is calculated in the final sales price with shipping on enquiry).

Savage Design is the design trading name for TR Savage & Son Pty Ltd. All invoices and banking records will show 'TR Savage & Son'. Savage Design and TR Savage & Son Pty Ltd share the same address and contact numbers.

Receipt of purchase will be emailed to your nominated email. A tax invoice from Savage Design will be delivered with the goods. Savage Design does not take any responsibility for other parties using your accounts. It is the responsibility of the user (you) to keep these details confidential.

Purchases from Savage Design are for personal use only and are not permitted for on-sell. Savage Design reserves the right to cancel your order prior to payment being processed and can choose to refund orders which cannot be fulfilled.

## **Returns & Exchanges**

Savage Design cares about customer satisfaction. Items can be exchanged for other pieces from the Savage Design Collection or a Savage Design store credit. Items will only be accepted if they are unused, undamaged, unmarked, in saleable condition and in their original packaging. Before returning or exchanging an item, Savage Design must be notified within 10 days from the original date of purchase. Invoice number/proof of purchase and reason/s for the exchange must be made clear. Savage Design will advise on stock availability at that time for exchange. The cost of returning the goods is the responsibility of the customer (you). Goods must be returned within 14 days of the original purchase date. Savage Design is not responsible for goods returned damaged, marked, not in saleable condition and in their original packaging. If this occurs, a full refund will not be honoured. Replacement goods will be dispatched once the original goods have been received by Savage Design.

Savage Design is only responsible for return delivery fee should items be deemed faulty. At all other times, the cost for re-delivery is the responsibility of the customer (you). Items abused, not used in the intended manner, altered in any form or not cared for as per recommended care and maintenance provided with the products, are not subject to replacement or covered under each product's individual warranty.

## **Faulty Items**

Should you consider an item faulty or damaged on its arrival, please contact Savage Design immediately to discuss.

## **Sale & Clearance Items**

Savage Design does not offer exchanges or returns on sale or clearance items.

## **Shipping & Delivery with Australia**

Savage Design products are packed carefully by Savage Design to ensure they reach you in perfect condition. Any potential damage on arrival should be addressed with Savage Design on receipt of goods. The risk and title of the goods are assigned to you on delivery.

Goods are dispatched to the nominated delivery address placed in your order. Any delivery instructions should be addressed at the time of placing the order, before goods have been dispatched as this cannot occur once in transit.

All items are dispatched from Sydney, Australia. Online purchases are dispatched within 1-3 business days. Shipping is approximately 1-2 weeks within Australia. Non-metropolitan areas may require additional day/s for delivery. Deliveries are only conducted on weekdays (Monday to Friday). Shipping rates are calculated by weight, size and value of the goods. The cost of shipping is indicated at the checkout. Goods are insured to ensure these reach you without damage. A signature may be required on receipt of delivery. Savage Design is not responsible for any additional charges should a parcel need to be re-delivered. This is the responsibility of the customer (you). For larger/bulky items, such as furniture and lighting, delivery method will be discussed with the purchaser (you) to arrange suitable delivery method, depending on your location and site access.

Lead times may vary for custom made pieces which are not held in stock. You will be notified should this be the case. Savage Design are not responsible for extended lead times or any inconvenience this may cause. Products listed on the website are generally in stock. Should you make a purchase on an item that is out of stock Savage Design will contact you advising availability and lead time.

### **International Orders & Delivery**

International purchases are charged in Australian Dollars without GST. Lead time and costs of shipping to your nominated international address will be quoted upon order placement/enquiry. International shipping rates are calculated by volumetric weight. Some international shipments may be subject to import duties, customs and taxes. Any of these additional costs are the responsibility of the purchaser (you). Your local customs office will be able to provide this information to you. Insurance is available for international shipping at the customer's request. International orders are dispatched within 4-5 business days from receipt of payment to allow for packing, processing and collection of goods.

### **Privacy Policy**

This statement only addresses activities from Savage Design. Any site or third party linked to the site/services may have their own separate policies, independent from Savage Design. Savage Design therefore has no responsibility or liability for these independent policies. The Savage Design website automatically gathers anonymous information about the use of the site. This data, such as number/frequency of visits and pages viewed, is only used to improve the function of the site. It will not be published for other use. Savage Design endeavours to protect your privacy. Your information you have chosen to provide will not be used for any other purpose that you have subscribed to without your consent or disclosed to third parties. Information is requested to assist in processing sales orders and delivery to you, the customer. Personal information collected includes name, phone number, email address and shipping address in order to complete the service effectively and make this more valuable to you. Should you wish to pay by credit card over the phone or by email, Savage Design will use these details in strict confidence and delete all card records after the sales order has been processed. Savage Design has a mailing list which you can choose to opt into. Your data is not automatically added to this subscription. In doing so, personal information such as your name and email address is requested. We will not spam your email or pass your details on to third parties. You have the option to unsubscribe at any time should you no longer wish to receive this newsletter. We do not have access to your personal interests or information unless disclosed by you (e.g. in a discussion, feedback etc.). You are solely responsible for any disclosure of personal information on the internet and email. Please act responsibly and carefully.

### **Contact**

Should you have any questions regarding the above information, please contact Savage Design: Joel: [joel@trsavage.com.au](mailto:joel@trsavage.com.au) / James: [james@trsavage.com.au](mailto:james@trsavage.com.au)