



ORDERING

Orders can be placed through one of our designers who can advise you on products and ideas. Alternatively you can telephone or email an order through.

An order is only processed on receipt of an 85% deposit.

UPHOLSTERED FURNITURE TO ORDER

If you are selecting upholstered furniture please check carefully on how to order, read through the important delivery information, and terms contained once an order has been placed. The upholstered products you order, will be made in accordance to the instructions given and specifications you have discussed with us and are captured on the sales order. Details of your order should be checked by yourself and confirmed as correct when your order is placed, and signed for by you (We do not hold ourselves responsible for any incorrect orders placed.)

ACCEPTANCE OF ORDER

Your order becomes binding as soon as we have received your 85% deposit. Custom orders begin production immediately to your specifications (colour, size, depth etc). They cannot be cancelled, changed, returned or refunded at any time.

METHODS OF PAYMENT

We accept EFT or CASH payments, regrettably no Cheques will be accepted. For furniture orders and upholstered pieces a deposit of 85% is required for the production to commence. The balance must be made by the above payment methods before delivery is made, with no exceptions. For all other products, payment must be made in full. All delivery charges, must be paid in full prior to delivery. All invoices must be kept for you. The product remains the property of Blake Matthew Design, a Design Globe Trading company until payment is made in full.

CANCELLATIONS, RETURNS & REFUNDS

We reserve the right to cancel an order. Upholstered products or made to order products cannot be returned after you have received them unless defective. Items MUST be checked on delivery and signed off BEFORE the driver leaves.

PROMOTIONS / SALES

All discount offers exclude "Promotional items" or "Sale items" unless otherwise specified. All pricing can be confirmed on the business system. All sales stock are subject to being available while stocks last.

DEFECTIVE PRODUCTS

In the unlikely event of a defective product, please contact us before the delivery company has left your premises. Defective products are replaced under discretion from the company. Furniture that is refused because it does not fit through an entry way will not be refunded, please make sure that you have measured your entry and exit points and floor space BEFORE placing your order. No refunds are given. Nothing in these terms and conditions affects your statutory rights in the unlikely event that the goods do not meet a standard required by law.

TERMS AND CONDITIONS

Page 2 of 2

DELIVERY

Some of our delivery vehicles are large - please check that they can gain access with the Liaison on doing your payment. Deliveries requiring special arrangements can sometimes be made but will be at additional cost to you. Overseas deliveries can be arranged. Please talk to a Liaison who will arrange for quotes etc. You may collect your own order from our factory free of charge. Delivery charges will be quoted to you when or soon after we receive your order. If you are not sure please ask a Liaison.

No deliveries are free. We cannot guarantee delivery to all countries or locations. Delivery charges are payable in full along with any order deposit at the time of placing your order, and are per delivery. Specific delivery times cannot be made or agreed to at the time of order and Blake Matthew Design does not deliver on weekends and public holidays. We do not offer storage facilities, and therefore reserve the right to charge you for storage costs. On delivery, a two or three person crew will arrive, and deliver to the room of your choice, provided there is safe or acceptable access. Please assist us by clearing pathways and removing ornaments etc that might get in the way. We are not responsible for any form of breakage or damage. Packaging is normally removed and taken away unless you request us not to do so. A limited assembly service is available for certain products and we may charge you for this service. This must be arranged when the delivery is booked (Please speak to a Liaison). A delivery crew will not attempt delivery where damages may occur, neither will they remove doors or windows, or reconnect electrical equipment. An adult must be available to sign and acknowledge receipt of the product, and that it is in a satisfactory condition.

UPHOLSTED FURNITURE WARRANTY

The frame construction and craftsmanship carries a 2 year warranty on defective workmanship. Warranties do not apply to goods damaged due to misuse and abuse by the customer or fair wear and tear.

A warranty is not offered on leather or fabric as these are subject to wear and tear and beyond Blake Matthew Design. The following may occur in leather products; Dye lots may vary, colour variations may occur when making the product as this is natural full grain leather and no two hides will ever be identical,

Marks, ticks, scratches, stretch marks, brand marks and scuff marks are characteristics of natural full grain leather which are often visible and are not considered defects.

Warranties will similarly not apply where the customer has disregarded care and cleaning instructions.

Guarantee on all other furniture (excludes accessories)

2 year guarantee on poor workmanship. Warranties do not apply to goods damaged due to misuse and abuse by the customer or fair wear and tear.

COLOUR DESCRIPTIONS & UNIQUE FEATURES

While every effort is made to ensure that the product you buy, including timber, fabric or leather corresponds as closely to the sample shown in our stores or on our website, there may be a chance that they are not identical. We regret that no responsibility can be accepted for variations which all add to the unique features of Blake Matthew Design.

ERRORS

Every effort is made to ensure the information provided is correct. Blake Matthew Design cannot be held responsible for any form of misprint or defect. Details of your order should be checked by yourself and confirmed as correct when your order is placed, and signed for by you (We do not hold ourselves responsible for any incorrect orders placed.)

TERMS AND CONDITIONS

GENERAL

Unless any applicable law prescribes otherwise, any agreement made with Blake Matthew Design to buy a product or a connected service, shall be governed by the law applicable to the jurisdiction in which an offer to buy a product is accepted.