

# Caloundra Framing Terms and conditions

- 50% deposit requested to start your job. Full payment may receive priority. 30% minimum required to be able to purchase materials. 2 weeks usually required from date of deposit to complete your job. Methods of payment (cash – credit/debit card – direct credit) accepted.
- More complicated jobs or jobs with interstate stock require at least 4 weeks & may be up to 6+ weeks for completion. \*special orders & restorations may take longer.\*
- 30% of deposit placed against a job is non-refundable if job/invoice is Modified or cancelled. At the owners discretion it may be possible for client to purchase the stock acquired at its retail value. Balance of deposit if any may be returned less expenses.
- Unless a must completed date is specified we won't contact you until work is completed. Due date is an estimate only. Please call before visiting if you have not received a text message or phone call. Technology is not perfect. Work can be delayed to maintain our high standard of work & service. We will attempt to inform customers wherever possible with information as we receive it. Eg out of stocks. Suppliers due dates can change.
- Payment plans available at time of order. Ask for assistance at point of sale.
- Balance of payment and collection is required within 14 days of completion. Arrangements are to be made at point of sale if can't collect within 14 days. If not collected in 14 days completed work may be removed from pick-up area and be stored in the attic. If longer term storage is required please make other arrangements at point of sale.
- The "disposal of uncollected goods act 1967" covers inspection, custody, storage, repair and other treatment of goods. Under this act, uncollected goods May be sold six months after the date on which they were ready for collection.
- All custom made jobs to be paid for in full prior to collection. All floor stock is sold as is & paid in full. A credit can be issued if returned.
- To guarantee a normal level of service and quality, Urgent or rush requests (less than 2 weeks) may incur a surcharge. Ordered workflow of other customers is disturbed if a job jumps the queue.

- All caloundra framing customers new or old belong to our (vipccp) very important customer care program. Each client is openly invited to have any of their framing assessed free of charge. Old works at any time or works we have completed every five years.