

## **Globe West Products: Delivery, Payment & Returns (Australian Clients)**

Globe West is an Australian based exclusively wholesale furniture brand. Designingly has a registered designer/trade account with Globe West to facilitate residential purchases of these products. The below terms apply to all orders of Globe West products made through Designingly:

### **Product Availability**

At the time of enquiry Designingly will let you know whether the item is currently in stock, or on backorder. If on backorder Designingly will provide an indication of the new stock ETA. Stock levels change frequently, so the stock status and/or leadtime will be reconfirmed at the time of placing a firm order and making payment.

### **How can I tell if assembly is required/ Do you offer install and assembly on orders?**

It will state on the website under the product page whether the product is knock-down (K/D) or requires assembly.

Installation (un-pack, assembly & rubbish removal) service can be arranged and quoted however costs are dependent on the number of items requiring assembly, delivery area, complexity of installation, site access and manpower required – please contact Designingly for more information and a quote.

\*Please note - some delivery carriers do not offer installation services, so it will depend on your delivery location.

### **Delivery Time**

This will depend on (i) when electronic proof or confirmation of payment is received by GlobeWest as some areas are only serviced once or twice weekly, (ii) whether the goods are in stock now and (iii) where the delivery location is.

GlobeWest have interstate trucks collecting from their Melbourne warehouse each week. Local Melbourne deliveries can vary depending on demand and the delivery location. GlobeWest's local Melbourne contractors deliver regularly during the week based on delivery routes devised to fulfil client despatches in the most timely and efficient manner.

The lead times quoted below are based on items that are in stock in the Melbourne warehouse and depend upon when payment confirmation is received and the timing of the next truck to the Capital Cities. A guide for deliveries is outlined below:

Melbourne =	3-10 business days
SA metro =	Allow up to 1-2 weeks for freight
QLD metro =	Allow approximately 1-2 weeks for freight (excludes far north QLD)
NSW metro =	Allow approximately 1-2 weeks for freight
WA & other =	Please contact Designingly to check

Delivery times are estimates only, GlobeWest (and Designingly) endeavour to deliver within the specified time but neither party takes responsibility for circumstances outside of their control which may affect the quoted delivery date.

Delivery is complete when the goods arrive at the destination supplied by you the customer. Goods need to be inspected on delivery and any damage noted on delivery docket before the delivery company leaves. Goods will be insured until they are delivered.

### **What does Delivery Only include?**

Delivery drivers will endeavour to place cartons in the location requested so long as the area is clear and safe to access. This is a basic drop off service only to the Ground Floor unless alternative instructions have been communicated to Designingly in writing and agreed to by Designingly.

### **What does Delivery and Assembly include?**

If you are quoted a 'Delivery, installation and assembly' option - this includes the placement of items in the location requested so long as the area is clear and safe to access. This service is only to the Ground Floor unless Designingly has been advised and confirmed GlobeWest's ability in writing to deliver items upstairs or to a non-Ground Floor location. This service excludes the moving of existing furniture as well as the permanent fixing to walls.

### **Damages and Returns**

GlobeWest (and Designingly) do not accept returns for “change of mind” or “incorrect items purchased.” Please ensure you review the item’s details online and if you require any further information, please contact Designingly.

Please note that colours shown in the catalogue & on the website are indicative only. Timber is a natural product with variations from product to product. If unsure, please contact Designingly to arrange with GlobeWest a time to visit one of their showrooms to view the product.

You are entitled to a replacement or refund for a major failure. GlobeWest reserves the right to decide whether a component or item should be repaired or replaced. GlobeWest’s Claims department must be notified of any defect within 7 days of the defect occurring. Please contact Designingly promptly so that Designingly will have time to submit a claim via the online portal within the 7 days. You will need to provide your invoice number, photographs, and a brief description of the issue. Designingly takes no responsibility for the timeliness of submitting such claims and/or the decision by GlobeWest to accept it or not.

If transit damage occurs via a GlobeWest nominated carrier and freight has been billed/charged to the client by GlobeWest (or via Designingly), GlobeWest (at GlobeWest’s discretion) will work on the end client’s behalf to resolve the issue with the carrier. For items collected by the customer or customer’s nominated carrier, the customer will need to take necessary steps to resolve the issue with their carrier directly. In any event Designingly takes no responsibility for damages and/or disputes arising from transit damage.

Refunds (if agreed) will only be processed once goods are receipted back into the GlobeWest Melbourne warehouse. The timing of this refund is thus dependent upon when goods are received by the GlobeWest Melbourne warehouse.

### **Cancellations**

Order cancellation requests must be advised in writing and acceptance will be at GlobeWest’s (and Designingly’s) discretion on a case-by-case basis. Please contact Designingly to check whether cancellation of your order is possible.

### **Payment**

Payment is required at the time of placing the order, in order to secure the product for you.

We accept payment by bank transfer or Credit Cards via Stripe.  
All prices quoted are in New Zealand dollars and are inclusive of GST where applicable.

### **Product Care**

Please make sure to follow all relevant advice when caring for your GlobeWest products. It is important to follow the correct level of maintenance needed to keep your products looking their best. Product Care advice sheets are available online [here](#).

### **Other**

Please note that Designingly’s standard terms and conditions also apply. You can view those [here](#).