

## Globe West Products: Delivery, Payment & Returns (New Zealand Clients)

Globe West is an Australian based exclusively wholesale furniture brand. Soren Liv is the NZ based wholesale distributor for Globe West. Designingly has a registered designer/trade account with Globe West/Soren Liv 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.

### **Freight Charges**

Standard urban delivery charges are worked out on the value of each order (indications below). Standard charges do not apply to rural deliveries, which will need to be quoted individually based on weight, volume, and destination. The exact delivery charge for each order in either case will be confirmed to you at the time of placing an order.

The indications given below are based on orders over \$1500 that are going to main urban centres (door to door only).

- North Island = approx. \$100 per delivery *indicative only*
- South Island = approx. \$225 per delivery *indicative only*

\*Please note the indicative prices above do not include deliveries up stairs or in lifts and do not include un-pack, assembly, or rubbish removal. If you require these additional services, please contact Designingly for more information and a quote. As not all delivery carriers provide these services the availability will depend on your delivery location.

### **Delivery Time**

Due to the fragile nature of Globe West/Soren Liv product professional furniture carriers are used where possible. While these have a longer delivery time than general freight, they provide the level of care necessary to deliver your product safely.

Approximate delivery times below:

Ex Whanganui, New Zealand Warehouse

Please allow 5 - 6 working days for North Island delivery

Please allow 6 - 8 working days for Upper South Island deliveries

Please Allow 8 - 10 working days for Lower South Island deliveries

Ex Melbourne, Australia Warehouse

Allow 6 - 7 Weeks for delivery on items that are in stock in the Australian warehouse. Soren Liv coordinates 1 container shipment per month from Australia for customer orders. Containers require 1 week quarantine once arrived into port, as well as the time required to clear customs and be processed by the NZ team.

Delivery times are estimates only, Soren Liv (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.

### **Returns**

Acceptance of returns is at the discretion of Soren Liv. Soren Liv (and Designingly) do not accept returns of special orders and non-range items due to change of mind.

Application for returns and exchanges on standard range items must be made within 7 days of receipt of goods & items must be in original condition, unused and in the original packaging. A restock fee will apply for any returns accepted, please contact us for further details.

The cost of delivery for returned items is at your expense, however if you are returning faulty goods, we will credit the cost of return delivery to your account once the fault has been verified and accepted by Soren Liv.

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

### **Cancellations**

Order cancellation requests must be advised in writing and acceptance will be at Soren Liv'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.

Designingly accepts 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](#).