

Wall Candy Wallpaper

Terms of Trade Account

ORDERING

- Trade pricing is RRP – 25% + GST
- Please direct your order to the Wall Candy Wallpaper showroom in your state;
MELBOURNE: Tel 03 9419 2888 Email melbourne@wallcandywallpaper.com.au
PERTH: Tel 08 9328 3035 Email highgate@wallcandywallpaper.com.au
SYDNEY: Tel 02 9331 5884 Email sydney@wallcandywallpaper.com.au
- When your order is processed, a confirmation will be sent via email with your order invoice attached for payment
- A \$20.00 small order fee to cover handling and freight applies to all orders under a value of \$150.00 excluding GST
- All orders include free freight into your local Wall Candy Wallpaper showroom (above \$150.00 excluding GST). Freight to you is then charged at cost, or can be collected by your nominated courier
- Where available, A4 sampling is provided free of charge to a maximum of 5 samples

DELIVERY

- Orders available from Wall Candy Wallpaper stocks will be dispatched within 1-2 days from payment
- Special order wallpapers are imported internationally and lead times vary across brands. You will be provided with an estimated lead time upon ordering
- While every effort is made to quote accurate delivery times, we regret that we cannot accept responsibility for transit or other delays.
- We will always endeavor to contact you and advise of unexpected changes whenever possible

PAYMENT TERMS

- All new accounts are opened on a prepayment basis, and payments must be made in full before orders are accepted and processed
- Payment must be invoiced and paid for by trade company, not by the client
- Please note there are no cancellations or changes on orders once payment is made

RETURNS AND CLAIMS

- Please take care when ordering as Wall Candy Wallpaper does not refund or exchange for change of mind or incorrect selection
- However, trade customers can return unopened rolls of floor stock wallpaper only (within 14 days of purchase), in exchange for a credit note. A 25% restocking fee will be applied to the credit note balance
- Please examine all goods for faults or discolouration prior to hanging. Wall Candy Wallpaper accepts no responsibility for papers that have been cut and hung when faults or discolouration are apparent prior to hanging. It is purchaser's responsibility to check goods, including if delivered directly to a third party.
- If faults or discolouration are apparent, please cease installation, and contact Wall Candy Wallpaper immediately
- Suspected faulty wallpaper must be returned to your local Wall Candy Wallpaper for inspection by management (This includes all unopened and open rolls, with packaging). If the wallpaper is deemed to be faulty, replacement of the same paper will be arranged with the manufacturer
- Wall Candy Wallpaper's liability for any defect or claim is limited to the value of invoice only. Claims are not liable after paper/fabric has been cut, or any other treatment has been applied to the paper/fabric.

SIGNATURE

Signature	
Name and Title	
Date	