

TERMS OF SUPPLY

EXCHANGE FOR CHANGE OF MIND

- Please take care when ordering as Wall Candy does not refund or exchange for change of mind or incorrect selection.
- However, we are happy to exchange or provide a credit note for floor stock wallpaper, returned within 14 days of purchase.
- Exchanges and refunds are accepted for faulty merchandise only, as per advice given by the Department of Commerce.

RETURNS

- Wall Candy will accept returns of unopened rolls of floor stock wallpaper only (within 14 days of purchase), in exchange for a credit note, to be used on wallpaper only. Credit notes are valid for six (6) months.
- Wall Candy does not accept return of special order papers, as they are imported against individual orders.
- Trade customers can return unopened rolls of floor stock wallpaper only (within 14 days of purchase), in exchange for a credit note, to be used on wallpaper only. A 25% restocking fee will be applied to the credit note balance.

QUANTITY OF ROLLS PURCHASED

- The quantity of rolls purchased is the responsibility of the purchaser.
- Wall Candy strongly encourages purchasers to be aware of the exact measurements of the area to be papered.
- Wall Candy staff can provide an estimate on the amount of rolls required based on exact measurements, however these are estimates and are provided in good faith but without guarantee, and are not binding. Any shortfalls/excess in ordering requirements are the sole responsibility of the purchaser.

INSTALLATION

- All wall surfaces must be properly prepared, if in doubt consult a qualified professional.
- Wall Candy shall take no responsibility for damage to products, caused by or during storage, transport or installation by a third party, retailer, or by the purchaser.
- Wall Candy has a selection of recommended hangers in Australia. These hangers are not Wall Candy employees. Whilst every step has been taken to ensure these preferred hangers perform outstanding work Wall Candy cannot accept responsibility for their work.

FAULTY PRODUCT

- It is the responsibility of the purchaser to examine the papers for faults or discolouration prior to hanging. Wall Candy accepts no responsibility for papers that have been cut and hung when faults or discolouration are apparent prior to hanging.
- If faults or discolouration are apparent, please cease installation, and contact Wall Candy immediately.
- Suspected faulty wallpaper must be returned to Wall Candy 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.
- It is purchaser's responsibility to check goods, including if delivered directly to a third party.
- Wall Candy'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.

SPECIAL WALLPAPER ORDERS

- Special wallpaper orders are placed as soon as payment is received.
- 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 clients and advise of unexpected changes whenever possible.
- Please note there is no cancellation or amendments on special orders.
- Special orders must be collected within 4 weeks of arrival. If you fail to do so, Wall Candy may charge storage fees and/or cancel your order, and any deposits paid will be forfeited.

SAMPLE PURCHASES

Sample costs are redeemable against wallpaper purchases in store when samples are returned with the original invoice.

LOAN & HOME CONSULT FEES

- Book loans from Wall Candy are for 24 hours only, Monday – Thursday.
- Book loan deposits are non-refundable, but redeemable on any wallpaper purchase.
- The home consult fee of \$195.00 is a non-refundable fee, but redeemable upon wallpaper purchases over \$1,000.00.