**COAST FLOORS - Terms and Conditions**

**Definitions:**

1. \*\*"COAST FLOORS," "we," or "us":\*\* Refers to the flooring retail store operating under the business name COAST FLOORS.

2. \*\*"Customer" or "you":\*\* Refers to any individual, company, or entity accessing or using the services provided by COAST FLOORS.

3. \*\*"Products":\*\* Refers to the flooring materials and related items offered for sale by COAST FLOORS.

4. \*\*"Services":\*\* Refers to any assistance, guidance, or installations provided by COAST FLOORS in relation to the products sold.

1. **Acceptance of Terms**

1.1 By accessing or using the services provided by COAST FLOORS, you agree to be bound by these terms and conditions.

**2. Product Information**

2.1 At COAST FLOORS, we prioritize providing comprehensive and accurate information about our extensive range of flooring products. We understand the importance of transparency to help you make informed decisions.

2.2 While we make every effort to offer detailed product descriptions, specifications, and images, it's essential to note that the nature of flooring materials may vary. Variations in color, texture, and finish may exist due to the inherent characteristics of natural or man-made materials.

2.3 We encourage customers to refer to our product documentation, available on our website, for specific details about each flooring product. This documentation includes essential information such as care instructions, maintenance guidelines, and any special considerations for installation.

2.4 Please be aware that the accuracy, completeness, or reliability of product information may be influenced by factors beyond our control. Despite our commitment to providing accurate details, we recommend verifying specific product attributes with our team or referring to the manufacturer's documentation, especially if precise color matching or texture is crucial for your project.

2.5 COAST FLOORS reserves the right to update or modify product information, including prices and availability, without prior notice. We strive to keep our website and other communication channels up-to-date, but it's advisable to check with us directly for the most current information.

2.6 If you have any questions or require additional information about our flooring products, our team is readily available to assist you. Feel free to contact us through the provided channels, and we'll be happy to address your inquiries and ensure you have a clear understanding of our product offerings.

**3. Orders and Payments**

3.1 All orders placed through COAST FLOORS are subject to acceptance by the Company.

3.2 Prices are in Australian Dollars (AUD) and include Goods and Services Tax (GST) unless otherwise stated.

**3.3 Payment Terms:**

3.3.1 Payment is required in full prior to delivery / pick up for all orders unless otherwise specified.

3.3.2 For supply-only orders, a 25% deposit is required to allocate stock and secure an installation date.

3.3.3 A second payment of 50% is required when stock is received by COAST FLOORS or three (3) days prior to the scheduled delivery to the site, whichever comes first.

3.3.4 The balance, excluding any variations to the original scope, is due upon completion of works.

3.3.5 Floor preparation and any variations to the scope will be invoiced separately at the end of the job.

3.3.6 The product will not be released for supply-only orders until the full payment has been received.

**4. Collection of Unpaid Money**

4.1 In the event of non-payment for products or services provided by COAST FLOORS, the Company reserves the right to take appropriate measures to collect the outstanding amount.

4.2 If payment is not received by the specified due date, the customer agrees to pay all costs and expenses incurred by COAST FLOORS in the process of debt collection, including but not limited to legal fees, court costs, and collection agency fees.

4.3 COAST FLOORS may, at its discretion, charge interest on the overdue amount, calculated from the due date until the date of payment at a rate specified by the relevant legislation.

4.4 The Company may suspend or terminate services, withhold delivery of products, or take legal action to recover the outstanding amount.

4.5 COAST FLOORS reserves the right to report delinquent accounts to credit reporting agencies, which may negatively impact the customer's credit rating.

4.6 Any disputes regarding unpaid money shall be subject to resolution in accordance with the dispute resolution clause outlined in these terms and conditions.

**5. Shipping and Delivery**

5.1 Delivery times are estimates and may vary. COAST FLOORS is not responsible for any delays beyond our control.

5.2 Customers are responsible for providing accurate shipping information. Additional charges may apply for re-delivery due to incorrect address details.

**6. Returns and Refunds**

6.1 COAST FLOORS accepts returns within 30 days from the date of delivery, as outlined in our Return Policy available on our website.

6.2 Refunds will be issued according to our Refund Policy, found on our website.

**6.3 Return Eligibility:**

6.3.1 Products must be in original, unopened packaging and undamaged.

6.3.2 Opened or damaged packs are not eligible for return.

**6.4 Making a Return:**

6.4.1 Customers must contact COAST FLOORS in writing to initiate the return process.

6.4.2 The customer is responsible for return shipping costs to Our Warehouse at 402 The Entrance Road, Long Jetty 2261, unless the return is due to an error on the part of COAST FLOORS.

6.4.3 A 20% restocking fee will be charged for all eligible returns.

6.4.4 If the product is returned to the manufacturer, return freight charges will also apply.

**6.5 Refund Process:**

6.5.1 COAST FLOORS reserves the right to inspect returned products.

6.5.2 Once approved, refunds will be processed to the original payment method.

6.5.3 Refunds are subject to any applicable fees or deductions as specified in our Refund Policy.

**6.6 Exclusions:**

6.6.1 Customized or special-order products are not eligible for return or refund unless defective or damaged.

6.6.2 Products not meeting the outlined criteria will not be accepted for return.

6.6.3 Refunds do not include original shipping and handling charges, unless the return is due to an error on the part of COAST FLOORS.

**7. Warranty**

**7.1 Product Warranty:**

7.1.1 COAST FLOORS stands behind the quality of our flooring products. All products sold by us are covered by the manufacturer's warranty, the details of which can be found in the product documentation and on our website.

7.1.2 Customers are advised to review the specific terms and conditions of the manufacturer's warranty

for each product, including any limitations or exclusions.

**7.2 Installation Warranty:**

7.2.1 COAST FLOORS provides a two-year installation warranty on all flooring installations. This warranty covers defects in workmanship and installation-related issues.

7.2.2 The installation warranty does not cover damage caused by improper use, maintenance neglect, or natural wear and tear.

7.2.3 Customers must report any issues covered by the installation warranty promptly to COAST FLOORS.

**7.3 Claims under Warranty:**

7.3.1 To make a claim under the warranty, customers must contact COAST FLOORS in writing, providing details of the issue and supporting evidence.

7.3.2 COAST FLOORS will assess the claim and, if deemed valid, will repair or replace the affected area at our discretion.

7.3.3 The warranty claim does not cover costs associated with the removal of existing flooring or the reinstallation of furniture or fixtures.

**8. Dispute Resolution**

8.1 Any disputes arising under or in connection with these terms and conditions shall be subject to resolution through negotiation between the parties.

8.2 If a resolution cannot be reached through negotiation, the parties agree to submit the dispute to mediation, administered by a mutually agreed-upon mediator.

8.3 If mediation fails to resolve the dispute, the parties agree to pursue litigation through the appropriate courts.