

Terms & Conditions

General Conditions of Sale

Furniture is sold for domestic use only. Risk of these goods will pass on possession. Title will pass on only on receipt and clearance of full payment.

Warranty

Homemakers Albury/Wodonga (Homemakers) guarantees to the original purchaser to repair or replace any product with a manufacturing or material defect, for a period of 12 months from the date of purchase.

This warranty is provided that the defect is not the result of normal wear and tear or a natural characteristic of the material used. The warranty does not cover products used for commercial purposes and is not transferable. Additional warranties may be offered by the product manufacturer. Please refer to any additional Warranty Card delivered with the goods. Your furniture must be cared for in accordance with the care instructions provided.

This warranty is in addition to the rights granted by relevant State and Federal laws, and in particular the Australian Consumer Law 2010 and corresponding State Fair Trading legislation. Please ensure you keep all receipts in order to validate your warranty.

Exclusions: The Warranty will not apply if:

- Repairs to a product are made or attempted by a service provider other than approved by Homemakers.
- The product is in an unsanitary condition and/or has not been used or maintained in accordance with the manufacturer's instructions as provided with the product.
- The customer uses the product in an abnormal manner for example if the product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, not maintained properly or used after partial failure.
- The product has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply or used with inappropriate accessories.
- The product is tampered with in any way.
- The product's serial number, as applied by the manufacturer, has been altered or removed from the product.

Orders & Payments

When placing your order with us, you will be given an estimated delivery date. Homemakers will not be responsible for any unavoidable delays. Occasionally, goods may take more or less time than estimated; every effort will be made to contact you if this occurs. Delays do not constitute grounds for cancellation. It is expected that you will be in a position to make final payment and accept goods once they arrive.

Full payment for products must be made at the time of purchase, except in the event of made to order products, in which case Homemakers may at its absolute discretion agree to accept a minimum deposit of 30% with the payment of the balance at a later time, but in any event full payment (cleared funds) must be received by Homemakers prior to delivery being arranged or goods being picked up.

Delivery

When your purchase is ready for delivery, we will contact you and book a delivery day. Homemakers use third party delivery services for most deliveries. Specific delivery times cannot be guaranteed however we will do our best to give you an estimate. Unless specified in writing on your original sales order, delivery does not include set-up or assembly. Please note we are unable to remove and dispose of old mattresses or furniture.

As our warehouse space is limited goods can only be kept for a maximum of 7 days. If you are unable to accept delivery within 7 days, storage fees may apply.

Goods will only be delivered where reasonable access is provided. Our delivery team is not responsible for moving existing furniture to make way for your delivery. Extra charges may apply in the event that: the delivery address changes to a more expensive zone; access was difficult; the goods need to be redelivered because of access problems or because there was no-one at the delivery address as arranged to accept delivery; or set up of furniture is requested. Please be aware that while the delivery team will take all care in your home, Homemakers is not responsible for any damage that may occur. For safety reasons the delivery team are unable to remove their shoes in your home.

Picking Up Goods

If you wish to pick up goods yourself, you must arrange this with the store at time of purchase. Please note that Homemakers cannot be held responsible for damage that may occur during pick up or transit. If you organise a third party to collect the goods, remember they are accepting responsibility for your goods.

When collecting your goods it is imperative that you bring an appropriate vehicle, assistance to help load and packaging to protect your goods. As we use an off-site warehouse for storage, please phone at least 24 hours prior to arrange your pick up.

Cancellations

The process of allocating or ordering your item takes place immediately. For this reason we ask that you choose carefully. Homemakers will not refund simply because you change your mind, find the item does not match or fit within the allocated area, or you find a cheaper item elsewhere. However, in genuine cases where the item is clearly not suitable we are happy to discuss an exchange or credit note unless the item is Made to Order. Fees may apply. In the event an order is cancelled altogether, a cancellation fee of 30% of the value of the goods will apply and be deducted from any deposit paid. Orders cannot be cancelled once production has been scheduled.

For health reasons, mattresses and linen cannot be returned, unless under warranty conditions. Comfort issues are not covered under warranty. Note: any staining on mattresses or linen will void your warranty and return or service will not be accepted.

Floating and Extended Time Frame Orders

Homemakers offers purchase of most items on extended terms of 3 to 6 months. A minimum deposit of 10% is required at the time the order is placed.

Payments are required at least once each month. If you are unable to make the agreed repayments, please contact the store. If you do not respond to our notifications regarding missed repayments within 14 days, your order may be cancelled and the cancellation fee charged. You are responsible for ensuring we have your current contact details. If you cancel your floating/extended order a cancellation fee of 30% will apply. This fee will be deducted from the deposit you have already paid.

Due to the bulky nature of our goods, and the ability to customise many products, your order will not be dispatched or available until the expiry of the floating/extended order.

If you would like your goods prior to the expiry of your floating/extended order, a minimum of 8-16 weeks notice is required.

In the case of a mattress a minimum of 3 weeks notice is required.

Collection and Use of Personal Information

Homemakers collects limited personal information such as title, name and contact details, and uses this information for the following purposes:

- To complete a transaction.
- To deal with your queries or customer service issues promptly. We may also keep information on your communication with our suppliers representatives.
- To keep you up-to-date with products, services, events or promotions we think would be of particular interest through direct marketing.
- For research, planning and product development purposes.

Customer Care

Please notify us of any defects that are apparent on first inspection of the goods, such as missing parts or damage as soon as possible—within 7 days of delivery.

For any problems, you agree that Homemakers or its appointed agents may examine and test any goods that are claimed to be defective to establish whether these defects are our responsibility. Where we need to send the goods away for examination or repair, then you will permit us to collect goods for that purpose. Where defective goods are exchanged, you must allow us to collect the defective goods from you. Please also note you may have to wait for replacement goods. Loan products are not provided.

Most items will require some level of assembly. It is important that you read the assembly instructions carefully as we cannot accept any responsibility for any self-assembly goods that are damaged because instructions were not properly followed.

We Care

We hope you are enjoying your recent purchase and thank you again for choosing to shop local.



If you have any questions about the care of your bedding or furniture please contact us.

To ensure your furniture wears well, continues to be comfortable and look good, it is important to follow the care instructions provided with your purchase. Remember, warranty claims do not cover misuse, poor maintenance or issues of comfort.

Every mattress and each piece of furniture is made with the utmost care to detailed specifications and standards. Despite this, there will be some variation from piece to piece. It is important to remember that these variations are not defects; they are part of the feature of the product.

The care tips we have provided cover common customer and manufacturer concerns. The tips are by no means exhaustive.



Homemakers Wodonga

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furniture
furnish your dreams





MATTRESSES

DO

- Protect your mattress with a quality mattress protector. This will prevent soiling and help preserve the warranty. Pillow protectors are also a good idea for new pillows.
- Be patient and persevere – some people love their new mattress the first night they sleep on it – others may take several weeks to get used to the different support and comfort.
- Adjust comfort layers – some people comment they sleep warmer when they purchase a new mattress. It's important to adjust your linen, blankets and quilt to complement your new mattress. You may also find you no longer need an electric blanket or the thick woollen underlay you once used.
- Rotate your mattress weekly for the first month or so then once a season. Double sided mattresses can be flipped as well.
- Purchase a new base with your mattress. If you have not done this, it is important to check that your base is structurally sound.
- Check your slats – all mattresses are suitable for slat beds, as long as the slats are in good order and are no further apart than the width of the spring. If you have any doubt it is recommended you place a sheet of peg board or corrugated cardboard over the slats to distribute the weight of the mattress evenly.

DON'T

- Use linen that is too tight. This will change the feel of your mattress.
- Fold or bend your mattress or use the handles for carrying.
- Store or transport your mattress without protective packaging.

UNDERSTANDING BODY SIGNATURE

- Your Body Signature is the impression your body makes on the surface comfort layers of the mattress. The wider the mattress, the more likely your body signature will also form a ridge in the middle of the bed.
- In general a Body Signature between 25-40mm is to be expected although this may be more for plush mattresses.
- Body Signatures are not faults. They are normal and indicate that your mattress is adapting and conforming to your body shape.

With each purchase you make it is vital that you read the manufacturer's warranty card and care instructions and follow them carefully. Registering your warranty with the manufacturer will also make it easier down the track if you need to make a claim. It is important to note that the manufacturer, and Homemakers as their agent, may refuse to service products found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials.

LEATHER FURNITURE

Looking after your leather furniture is like looking after your skin – it is essential to cleanse and moisturise, avoid direct sunlight and dehydration. Be mindful that some medications can react with and damage leather.

DO

- Invest in an approved leather care kit.
- Test leather care products on an inconspicuous section of your furniture before using.
- Vacuum your suite regularly with a soft upholstery brush and wipe over with a damp white cloth to prevent a build up of dust.
- Regularly spot clean areas where skin and hair is in contact with the leather.
- Shampoo, condition and protect your suite at least once a season to prevent the build up of body salts and oils which can remove the colour and break down the leather.
- Clean spills immediately to prevent damage. Food and fabric dyes can penetrate the leather leading to permanent discolouration.
- Rotate loose seat and back cushions to ensure even wear. Refill back cushions with fibre fill to preserve the look and comfort of your suite.

DON'T

- Allow your pets on your leather furniture. It may void your warranty and will damage the leather.
- Place your leather in direct sunlight or too close to a heat/cooling source – doing so may prematurely fade and dry out the leather.
- Use standard household chemicals to clean your leather furniture.
- Sit on leather furniture in wet clothes or swimmers.

SOFA BEDS

DON'T

- Sit on the edge of the frame as this may bend it.
- Fold the bed up with the linen still on it.

TIMBER FURNITURE

Like leather furniture, solid and timber veneer timber furniture needs to be regularly cleaned and nourished.

DO

- Dust furniture on a regular basis using a soft, lint free cloth.
- Polish your furniture, in the same direction as the grain, with an approved timber care polish at least once each season.
- Clean up spills immediately to avoid damage.
- Use coasters and placemats to protect against hot and wet items.
- Lift (don't drag) items across the furniture. Rotate accessories placed on your timber furniture to minimise fading and discoloration.

DON'T

- Place your furniture in direct sunlight or too close to a heat/cooling source.
- Use silicone based products to clean the furniture as this can break down the lacquer (common supermarket products often contain silicone).

RECLINER CHAIRS

Motion chairs, also called recliners, work on the principles of balance. For this reason, it is important to observe a few points.

DON'T

- Get in and out of your chair with the reclining action partially or fully extended.
- Sit on the arm of a motion chair as this may bend the reclining action.
- Put too much pressure on the trigger or handle when opening or closing the recliner chair.

FABRIC UPHOLSTERED FURNITURE

DO

- Consider fabric protection prior to taking delivery of your furniture.
- Invest in an approved fabric care kit.
- Test fabric care products on an inconspicuous section of your furniture before using.
- Vacuum your suite with a soft upholstery brush weekly to prevent a build up of dust.
- Clean spills immediately using a damp white cloth. To minimise the risk of a mark, use water from the kettle or filtered water and blot, don't rub the spill.
- Use an approved fabric shampoo to spot clean and remove stubborn stains.
- Rotate loose seat and back cushions to ensure even wear.
- Fluff feather/fibre cushions at least weekly.
- Refill back cushions with fibre fill to preserve the look and comfort of your suite.

DON'T

- Allow your pets on your furniture. It may void your warranty and damage the fabric.
- Place your furniture in direct sunlight or too close to a heat source.
- Use standard household chemicals to clean your furniture.
- Sit on furniture in wet clothes or swimmers.

CARE PRODUCTS

Quality bedding protection, leather, timber and fabric furniture care products are available from our Homemakers Sleepzone store.

Our experienced team will happily assist with your selection.

