

The Naperer – Terms & Conditions

By confirming an order with **The Naperer (we, us or our)**, through confirming a booking or invoice via paying a booking retainer, **you (the Client)** acknowledge and agree to these terms and conditions (**Contract**).

For the purposes of this Contract, "**Equipment**" means any item sold by **The Naperer** to the **Client**.

PAYMENT POLICY

All payments made to **The Naperer** by the **Client** to are non-refundable.

If the **Client** requests a cancellation of order (prior to cutting of the fabric for their custom order) due to matters that are beyond reasonable control of **The Naperer** including; fire, flood, earthquake, riot, civil disturbance, natural disasters, national emergencies, pandemic, epidemic, government interference, orders of restriction, theft, strike, lockout, breakdown or war, a credit note for booking fee amount may be issued by **The Naperer**.

If **Client** requests a cancellation of order post fabric manufacturing (cutting &/or sewing), no credit note can be offered & **Client** forgoes booking fee and **Equipment**.

The amounts stated on booking/invoice must be paid to **The Naperer** prior to the commencement of the order as follows: (a) 50% of the agreed invoice price upon confirmation of order; and (b) the balance of the agreed hire price made 1 week prior to delivery or collection of the **Equipment**.

Payment must be made by credit card or bank transfer. Credit card payments may incur a 2% surcharge.

CONDITIONS OF QUOTE

All prices are valid for up to 30 days from the date of the quote. **Equipment** can not be held for the **Client** unless a booking retainer has been paid and deposited by **The Naperer**.

DELIVERY POLICY

Lead time given by **The Naperer** is an estimate only as matters that are beyond reasonable control of **The Naperer** can affect delivery of product. These can include fire, flood, earthquake, riot, civil disturbance, natural disasters, national emergencies, pandemic, epidemic, government interference, orders of restriction, theft, strike, lockout, breakdown or war.

Delivery fees do not include set up of **Equipment**. The **Client** is responsible for ensuring that **The Naperer** is notified of any limitations or restrictions related to delivery of **Equipment**. The **Client** may collect **Equipment** from **The Naperer** warehouse in Hawthorn, Victoria to save on delivery fees.

MISCELLANEOUS

Any damage that is caused to the napery after delivery or pickup by **Client** voids any responsibility from **The Naperer**.

This Contract is governed by the Laws of Victoria and the **Client** and **The Naperer** submit to the jurisdiction of the courts of Victoria.