

Terms and Conditions

Terms and Conditions

Since 1987 we've proudly designed and manufactured our furniture in Melbourne, Australia. Crafted using local materials to the highest environmental standards, each of our products are designed to last a lifetime. Our terms and conditions are detailed below.

FURNITURE AND LIGHTING DELIVERY

Prices

All transactions are processed in Australian dollars and ex-factory unless otherwise stated. All prices displayed on our website are exclusive of freight.

Quotations

Quotations are valid for 30 days barring errors or omissions. As prices are ex-factory, an additional freight component will be charged.

Lead Times

Once your order has been received and has progressed into production, our team will advise an estimated completion date by email. Please contact your sales consultant for current lead times, these can vary through the course of the year with peaks in demand.

Specifications

All drawings, dimensions, samples, descriptive matter and specifications are intended as a guide only. Jordan reserves the right to change, alter or modify the design, dimensions, construction or costing of any item of furniture without prior written notice.

Order Confirmation

An order confirmation will be forwarded to you in acknowledgment of receipt of your order. This document supersedes all prior correspondence in relation to your order (verbal, written, graphic or otherwise). We will proceed with your order, as per your order confirmation, unless we receive written notification of any requested changes with 24 hours.

Order Amendments or Changes

Once your order has been confirmed, any request for subsequent changes must be sent in writing. No guarantee can be given that the requested change can be made. Any variation or cancellation agreed to by Jordan will incur additional costs. Orders for custom made items that are delivered cannot be returned or exchanged. In the event that an order processed from stock is cancelled prior to delivery, a cancellation fee of 20% of the cost of the item plus GST will be charged to cover administration costs. Cancellation of all other orders will incur a minimum \$300 + GST administration fee plus additional charges based on the production status of your order. These charges are applied at Jordan's discretion.

Design Modification

Modifications to products outside the standard specifications may be possible. All requests for modifications must be submitted in writing and are subject to Jordan's approval. Additional lead time and surcharges will apply.

Upholstery - Fabric and Leather Supply

Jordan offers an extensive range of house fabric and leather options. In the event that a fabric outside of this collection is specified, Jordan prefers to order all materials on the customer's behalf. When COM (customer's own material) is supplied, please ensure all rolls are clearly labeled with your company details, our order number and project/client name. Please send to our Design + Manufacturing HQ, 66 Ricketts Rd, Mt Waverley VIC 3149. Material deliveries will not be accepted at any Jordan store. Jordan reserves the right to reject fabrics and leathers deemed unsuitable for upholstery on our designs.

Exchanges

Please choose carefully, Jordan furniture and lighting items are crafted to order and we do not give refunds, exchanges or credits on custom made items if you change your mind or make a wrong decision. Jordan will accept exchanges for all full priced homewares items (excluding art) if returned within 14 days of originally receiving your order. We will only accept products in their original condition with tags attached, accompanied with the receipt and all original packaging. We reserve the right to refuse a return if the merchandise does not meet our standards. Goods will be inspected upon return and exchanges will be issued for the original value of the product only — excluding any shipping cost. If you are exchanging for an item of lesser value, a credit note will be issued for the outstanding amount. All items are quality controlled and checked for any faults before being dispatched. Should you receive an item that is faulty or damaged, please contact us immediately.

Payment

Our standard payment terms are 50% deposit balance due prior to release of the goods. Goods remain the property of Jordan until full payment has been received. Please note online orders require 100% payment.

Cancelling Your Order

Once your order has been confirmed any cancellation request must be sent in writing. As each furniture and lighting piece is handcrafted to your specific fabric and finish choices, cancellation will incur charges which vary dependent on the status of production and how far the order has progressed.

Sale Items and Floor Stock

Please choose carefully as we do not offer refunds, returns or exchanges for change of mind. All floor stock or sale furniture and lighting purchases are final. Item inspection is the responsibility of the purchaser and all products are sold as is.

FURNITURE AND LIGHTING DELIVERY

Cost

Delivery costs for furniture and lighting orders will be itemised on your quotation.

Delivery

Delivery times will be arranged with you once the final payment is received for the completed order. The freight charge covers a single delivery at ground level, easy access during normal weekday delivery hours, unless alternative arrangements have been agreed to by both parties. We do ask that someone is onsite to check and sign for all furniture deliveries. Our team will be in touch to book a delivery window and can confirm half an hour prior to arrival. If you are unable to accept delivery within 7 days of receiving notification of completion, the invoice must be paid in full and storage charges will apply. Jordan does not offer pickups by clients or third party freight carriers on orders.

Deliveries that cannot take place due to access limitations are the responsibility of the purchaser. In the event that delivery cannot take place, a suitable time for re-delivery will be arranged, in addition to the fee for the unsuccessful delivery, additional fees will apply for return to warehouse, storage and re-delivery. In the event that delivery is not possible due to access limitations, the goods will be taken to storage until the purchaser advises Jordan of their intent for the goods.

Difficult Access

Please let us know if you think you have any access issues. If you have a particular concern about something fitting into the space, our team can offer a pre-purchase inspection to ensure we will be able to deliver your furniture with ease. Please contact your local store for further details.

Remote, Regional and Overseas Delivery

Delivery to remote, regional and international destinations does not include unpacking, rubbish removal, installation or assembly of product. Where lighting is supplied, Jordan takes no responsibility for the suitability of the fitting in the country of destination. We seek advice on all government taxes and charges associated with deliveries in countries other than Australia and whilst we do our utmost to advise purchasers of all costs on quotation, any additional costs on delivery will be the responsibility of the purchaser.

Inspection

All products must be inspected and signed for on delivery. Any damage must be noted on the delivery docket provided by our carrier. Please notify customercare@jordan.com.au of any damages or shortages within 24 hours. We cannot take responsibility for any damage raised outside of the time period specified above.

Damages on Delivery

We have a specialist customer care team dedicated to fixing these issues. If your furniture order was damaged on delivery, please complete the after sales form and return to customercare@jordan.com.au along with all order details and any images of the damage.

ONLINE

Payment Details

All of our prices are in Australian dollars (AUD) and include GST (Goods and services tax) as of 2017. When purchasing from Jordan your financial details are passed through a secure server using the latest 128bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the current industry standard. Please note that all international orders will be processed in Australian dollars and we only accept Visa, Mastercard and China Union Pay.

Order Confirmation

Once your order has been placed and payment has been made, an order confirmation will be forwarded to you in acknowledgment of receipt.

ONLINE SHIPPING

Domestic Delivery

We offer flat rate shipping for all states in Australia.

VIC, ACT, NSW + SA – \$15

TAS + QLD – \$20

WA + NT – \$30

Orders are processed Monday to Friday (excluding public holidays). Orders received on weekends or holidays will be processed the next business day. Delivery times for all homeware products are 2 - 5 business days from the time of order. Slight delays may occur during holiday or sale period. A dispatch confirmation email including a track and trace number will be sent once the order has been dispatched. All deliveries are made by registered courier and will require a signature, unless you provide authority to leave during checkout.

International Delivery

Orders are processed Monday to Friday (excluding Australian public holidays). Orders received on weekends or holidays will be processed the next business day. A dispatch confirmation email including your track and trace number will be sent once the order has been dispatched. Delivery times for all homeware products will be made within 5 - 7 business days from the time of order. International delivery costs do not include any taxes or duties which may be applied by customs at the destination country and any duties or taxes incurred are the responsibility of the delivery recipient. Please email world@jardan.com.au for all furniture and lighting freight enquiries.

Track Your Order

Your track and trace number and link will be provided by email once the order has been dispatched.

Lost or Damaged Goods

If your order is lost or damaged in transit, please contact onlinestore@jardan.com.au within 7 working days of placing your order. Any damage must be noted on the delivery docket presented to you by the carrier for signature. Notification of any damages or shortages is required within 24 hours of delivery. We will not be responsible for any damage unless we are notified within the time period specified.

ONLINE EXCHANGES

Exchanging Your Online Order

If you would like to exchange your online order, please email onlinestore@jardan.com.au to request an exchange form. Please note, no exchanges will be processed without the completed form.

– For any additional questions please contact your nearest store