

Terms and Conditions of Sale

Quoted Lead Time

Stock availability and quoted lead times are estimates only and cannot be guaranteed.

Cancellation Policy

Valentines Furniture will not accept cancellation of an order for change of mind without prior approval from Management. Cancellation of an order will attract an administration fee equal to 20% of the total Sales Order Value. This fee would cover expenses relating to loss of value, administration, and inventory costs and any other associated or unforeseen costs.

Made To Order (MTO)

Notwithstanding any other provision of these terms and conditions, an order for products which are made to individual customer specifications, including custom made furniture products, or custom fabric products, which have to be ordered specifically for a customer the order cannot be cancelled amended or returned if the customer changes their mind or made an incorrect choice.

Please take care when placing an order on our website or in-store, as we do not offer a refund or exchange for any change of mind or your error in ordering, except where required under the Australian Consumer Law.