

# Gelato Home Decor

## Terms & Conditions

### Ordering & Pricing

The product items offered are subject to availability and may be withdrawn at any time. We reserve the right to refuse to accept any order, in whole or in part. We will process your order once we have received your payment. An e-mail confirmation of our acceptance of the order will be forwarded to you.

### Payment

Gelato Home Decor accepts most major credit cards through our online shopping cart. Invoices may be paid via bank transfer.

A 2.2% surcharge for credit/debit card transaction will be applied. Alternatively, you may pay via Bank Transfer to avoid this surcharge. Simply pay your invoice balance (minus the surcharge) to the following details:

Direct Deposit:

Bank: Commonwealth Bank

Account name: Gelato Home Decor

BSB: 063 - 171

Account: 1122 7174

Reference note: Your name

### Deliveries

Gelato Home Decor offers deliveries to most major areas of Australia. Please allow 5-10 business days for delivery. We will contact you if we are unable to deliver to your area. We also offer click & collect.

### Claims

All care is always taken with quality control and packaging of our products however, in the event of receiving a broken or faulty product, please follow the steps below. 1. Claims in relation to missing or damaged goods must be lodged within 5 working days of receipt of goods. Please note that we will conduct some internal checks prior to accepting a claim on missing products 2. Each shipment is packed carefully and in the rare event that your order does arrive damaged, please either refuse the shipment or sign for it as "damaged" and call us immediately to start a claim. Please retain all boxes and packing material at least 14 days for inspection by the carrier and please provide a photo. 3. Please send an email to [info@gelatohomedecor.com](mailto:info@gelatohomedecor.com) outlining the problem. 4. In most cases, if you receive a damaged or defective item, we will promptly send you a replacement. For faulty or damaged products please provide a photo.

## Returns

Returns are accepted within 30 days of your original purchase (sender pays freight); you may return any of our products, with your receipt, for a merchandise exchange (no cash or credit card refunds) unless you were shipped something in error. Freight is the sender's responsibility. You will not be charged any additional shipping or handling fees for replacement of such damaged or defective shipments. Goods must be returned in original condition for re-sale including original packaging.

## Refund Policy

All refunds will be at the sole discretion of Gelato Home Decor. If you are not satisfied with your product for any reason, please contact Gelato Home Decor to discuss the matter.

## Cancellation Of Orders

Orders may be cancelled within 7 days of placing the order if the order has not been shipped. Simply phone, or email Gelato Home Decor to discuss your cancellation reason. If the order has been shipped, you will incur the cost of returning the goods in original condition. Your deposit is non-refundable.

## Your Privacy

We may use any of your feedback/testimonials for suitable means; this includes but is not limited to advertising and promotional material either in print or on the Internet.

By accepting the terms of this statement, you consent to us using your personal information (including information collected from others) to advertise or promote products and services we think may interest you. This may occur in the form of follow-up emails, telephone, or sending commercial electronic messages to any electronic address which you provided or for which you are responsible.

You will need to contact us in writing should you not accept any of these terms and conditions.