



RIPT
RAW INSPIRED PURE TIMBER
FURNITURE

TERMS & CONDITIONS

Please read our Terms & Conditions thoroughly before using this site.

In the following Terms and Conditions, any use of 'we', 'our' or 'us' refers, at all times, to 'RIPT Furniture'. Any use of 'you' or 'your' refers, at all times, to our users and customers.

This company/website is owned and operated by RIPT Furniture. Your use of this website, and the purchase of our custom furniture design and build service, is contingent upon your acceptance of these Terms and Conditions. We encourage you to read the following carefully. Once you engage with our service, you will be assumed to have read, understood and agreed to our Terms and are therefore bound by them, at all times.

OUR SERVICE

A true devotion to the craft stems from an intense satisfaction of turning conception into reality. RIPT Furniture have been building and creating for over 7 years. RIPT Furniture was founded in July 2019 as a platform to showcase and sell quality custom handmade timber products. Sometimes in today's modern world we can forget the beauty in the natural, beautiful, and handmade.

We only use the finest materials when creating a new piece. Whenever possible, materials are sourced locally, and we seek out businesses with an environmental sustainability policy. Using these materials, we work hand in hand with the customer to create the custom design that our customer truly want. To make a request for your own custom project, please contact us at: riptfurniture@outlook.com or by phone at 0435 988 882. We reserve the right to make modifications to our service at any time, without notice or consequence. Furthermore, we reserve the right to refuse service to any person that we deem as having misused our service or website, or used it in an illegal manner or for an otherwise prohibited purpose.

ORDERS

To make an order for one of our pieces, or to design a custom piece, we invite you to contact us. In order to complete your order, we require you to read our Terms and Conditions document and the quote to be signed, dated and returned to us.

PAYMENT

Customers will be provided with a quote for their product and delivery during the consultation process. We currently accept cash or direct deposit. Customers are liable to pay any ancillary fees associated with their chosen form of payment, for example, bank charges or fees. The final 50% is to be paid before the day of delivery/Pick up. Payment schedules depend on the pieces ordered.

DEPOSIT

You will be given a quote for your pieces, plus any relevant delivery charges, before confirming your order. Upon placing your order, we require a 50% deposit of the full amount of the quote. The remaining 50% is to be paid prior to delivery/Pick up. Payment schedules depend on the pieces ordered.

ACCEPTANCE OF TERMS

When accepting a quote for a standard & custom piece, we will assume that you understand and agree to our Terms and Conditions. Once your deposit has been received you will remain bound by the content within it. No adjustments or variations may be made to this document, unless expressly agreed upon, ahead of time, by RIPT Furniture and you.

LEAD TIMES

The time it will take to have your piece created and delivered will vary from order to order. A timeframe will be discussed at the time of placing your order, generally a 4 – 8 weeks build time from when we receive your deposit. We always endeavour to comply with suggested lead times and have your piece ready for you on the agreed completion date. We cannot be held responsible for delays that stem directly from circumstances beyond our control. Due to this some build times may take longer than the originally agreed timeframe of 4-8 weeks.

STORAGE

If, for whatever reason, you are unavailable to accept delivery of your products on the agreed estimated delivery date, we reserve the right to charge a **storage fee of \$10 per day**, for each day that we store your piece at our premises. The amount accrued will be added to your balance and will become due at the time of delivery.

CANCELLATION, REFUNDS & EXCHANGES

Due to the materials, time and care that goes into our pieces, we are unable to accept cancellations of orders. You will forfeit your deposit paid if you cancel your order at any stage before assembly has begun. If you cancel your order after we have commenced assembly of your piece, you will be liable to pay a cancellation fee of 70% of the full purchase price. We are unable to provide refunds or exchanges for change of mind. Please select your items carefully.

SHIPPING & HANDLING

RIPT Furniture may use an external transport service for the delivery of products. **Please Note: Delivery is to the driveway only.** As our products can be very heavy, we suggest that you organise people to help move your furniture into your home. If for whatever reason an item must be returned to RIPT Furniture, the costs of transport or any other shipping and handling costs will be solely responsible on the owner of the product. Once the owner or caretaker of the product has signed for the product, they have agreed that the product received is in a good working order and RIPT Furniture are no longer liable for any damages of the product unless expressly agreed upon by RIPT Furniture and the owner of the product. RIPT Furniture take photos of all products before leaving the premises, if our photos do not coincide with reported incident RIPT Furniture are not liable for the claim.

CARE INSTRUCTIONS

We use striking, natural materials in our furniture, therefore, to retain the quality and appearance of your piece, please adhere strictly to the following care instructions:

- Do not place furniture in direct or diffused sunlight or under a heat or cool source ie heaters and air conditioners as this will cause structural movement;
- Do not apply hot or wet items directly onto finished surfaces as they can leave marks, which are difficult to remove.
- The use of placemats or coasters is highly recommended;
- Do not lift furniture that has a lid/top by the lid/top;
- DO not drag or push your furniture. Always use proper lifting techniques if you need to move your furniture to ensure that no pressure is placed on the joints- improper pressure may result in bends or

breaks in the joinery. If you are unsure about the correct way to move your furniture, please contact us and we will assist you;

- Do not use plastic or glass to shield your furniture. Fabric covers are recommended to ensure the timber can breathe;
- Contact with acidic liquids such as lemon juice, nail polish remover, and other similar products can result in etching of the protective 2-application finish, and use of such products on your furniture is not recommended;
- Do not use harsh cleaning products to clean your furniture as this may tarnish the furniture;
- Only use a damp natural fiber cloth to clean your furniture where necessary – do NOT spot clean;
- Ensure liquids are not left to pool on surfaces.
- Do not use the furniture outdoors unless specified by RIPT Furniture.

INTELLECTUAL PROPERTY & DESIGN OWNERSHIP

With respect to our website content, whilst we make it accessible to everyone, all of the designs, images, photographs, illustrations, logos, text, HTML code or any other intellectual property content remain the property of RIPT Furniture. Your use of our website is allowed, under the provision that we retain, at all times, copyright ownership of any original website content. This content, therefore, may not be reproduced, republished or in any other way disseminated (in whole or in part) without our authorisation and express consent. The gathering, storing, printing or copying of any of our intellectual property content, may be permitted for personal or individual use. The use, however, of any of the intellectual property made available through our website or designs, in relation to the advancement of any business or commercial venture is strictly forbidden. With respect to designs, RIPT Furniture retains ownership over any design created for any person, including retail clients. If, however, in your capacity as a designer, you have provided us with a design, you will retain ownership of this material, and permit us a license to use it for an agreed purpose. Where you have requested particular design features in your piece, you take responsibility for those features. Built Furniture will not be liable for any copyright or other infringement based on these features, and you indemnify Built Furniture for any claims arising from alleged infringement. Persons found to be misusing any of our RIPT Furniture intellectual property, may face penalties. Furthermore, we reserve the right to prohibit from using our service, anyone whom we deem as having contravened intellectual property guidelines.

FEEDBACK

We appreciate feedback on our service and creations from all our customers. If you chose to provide us with feedback, we may re-produce this, in whole or in part, on our website or other platforms. Your feedback may be edited for length and clarity. You will not be fully identified. If you do not wish for us to share your feedback with other users, or if you wish to remain completely anonymous, please let us know at the time that you share such feedback with us.

LINKS TO THIRD PARTY WEBSITES

RIPT Furniture, may occasionally make third party links available via our website/platforms. Following any such link is at the individual's discretion. We do not govern, nor do we police the activities or policies of any third party website we may make available. We will not be held responsible for any loss or damage incurred as a result of the use or misuse of any third party website. You should always carefully read the policies in place before engaging with third party services.

LIABILITY AND INDEMNITY

The maximum extent permitted by law, RIPT Furniture cannot be held liable for any loss or damage that users may suffer as a direct or indirect result of accessing our website/platforms. This includes, but is not limited to: special or consequential loss, loss of data, loss of savings, loss of opportunity or loss of profits.

RELIANCE

We provide information through our website/platforms for general use and purposes only. In providing this information, RIPT Furniture is in no way guaranteeing its accuracy, completeness or reliability. Should you choose to rely on the information provided throughout this website/platform, you do so at your own risk and are thus responsible for any consequences of doing so.

WHOLE OF TERMS AND CONDITIONS

This document comprises the whole of the Terms and Conditions, which govern the relationship between RIPT Furniture and our customers. With the exception of our Terms and Conditions accepted when placing an order, no other Term, Condition, Warranty or Inference is intended to apply, other than those expressly implied by Australian or State consumer law, or any other applicable piece of legislation.

We reserve the right to make changes to our Terms and Conditions, at any time, without notice or consequence. Any changes will be published here, and will take immediate effect from their time of publication. It is the responsibility of the user to make sure they are up to date with our Terms and Conditions. Your continued access and use of our website and service, indicates your acceptance of any changes to our Terms and Conditions. These Terms and Conditions are current as of September 2022. If you have any questions or concerns about our Terms of Use or our service, feel free to contact us at: riptfurniture@outlook.com or on 0435 988 882.