

Please read the below Terms and Conditions carefully as they set out the terms under which All-about Security Screens & Blinds makes and Supplies the products available to you (“Product Terms”). You must read and agree with our terms and conditions before buying any products or Services from us.

1. Our Contract:

A legally binding contract with you will only arise once All-About Security Screens & Blinds has received Approval and payment has been received from you. When ordering products from All-About Security Screens & Blinds we can only process your order when the deposit payment has been received for the goods ordered. You can pay via phone with all major credit cards, debit cards (though a .99% surcharge does apply to this), Bank Transfer or via Interest Free Payment options if organised in advance. Your payment card details will be encrypted to minimise the possibility of unauthorised access or disclosure. Authority for payment must be given at the time of order. You will be charged for items at the point of order. Our liability to you in connection with any order will not exceed the total price charged for the relevant items.

2. Price

The price you will pay is the price shown on your Quote and the Invoice sent to you, these prices are inclusive of the Goods and Services Tax (GST) and the total price shown is the price you will pay. All prices shown on our quotes are shown in Australian Dollars (AUD).

3. Right to Cancel or Change Your Order

Cancelling Prior to Manufacture

3.1 As our products are custom made and the manufacturing process will begin as soon as approval and deposit has been received, Once this has occurred you will not be able to cancel or change your order at all.

Refunding Your Payment

3.2 If a cancellation of the order is required, due to all our products being custom made if your materials have already been ordered you will forfeit any payments previously made to us.

Cancelling After Manufacture

3.3 You cannot cancel or change Your order if the goods You have ordered are manufactured, measured or custom-made to Your requirements as these Goods will not be re-sellable to Us. We regret that once Your Order has been accepted by Us in relation to such Goods and entered on Our manufacturing process, We are unable to accept changes to these Goods or cancellation of Your order. If prior to delivery You do wish to change Your order or cancel it after We have accepted it, please contact Us as soon as possible by email or on Our Office phone number and We will try to assist You where possible.

Cancellation by Us

3.4 We receive the right to cancel Your Order if: We have insufficient stock to deliver the Goods You have Ordered. You require delivery outside of Australia. If We do cancel Your Order We will notify You by email and will re credit to Your account any sum deducted by received by Us from Your credit card or Direct Debit as soon as possible but in any event within 30 days of Your Order. We will not be obliged to offer any additional compensation for disappointment suffered.

4. Stock Shortages

We have the right to cancel your order if:

- 1) We have insufficient stock to make and deliver the goods ordered.
- 2) If you have ordered from an island or country where we do not deliver.
- 3) The goods ordered unbeknown to us have been discontinued.
- 4) A pricing error or typing error has occurred due to system failure within our database or website.

If for any reason beyond our reasonable control, we are unable to supply a particular item, we will notify you as soon as possible. No discounts or compensation can be offered under these unforeseen circumstances.

5. Product Descriptions and Measurements

a) Descriptions and photography

The products we sell are either photographed or digitally produced and are accurately displayed on the website, however, due to different types, styles and settings of computer monitors shading and colour may appear differently to the exact colour. Due to this we strongly advise that you attend our office to inspect samples before placing your order to ensure that you are happy with the colour and also quality before ordering. Whilst every attempt will be made by All-About Security Screens and Blinds to ensure that the goods sold and delivered match in every respect any sample or description shown or sent to you, any minor or immaterial variation,

change in colour or pattern between the sample or description and the goods delivered shall not entitle you to reject the goods nor to claim any compensation for such variation or change.

b) Measurements

Many of the goods we sell are made according to measurements taken at the measure appointment by our staff. It is your responsibility to check all information supplied to you on your quote and ensure that what we have quoted is in fact what you are after. If you are unsure about any products please contact our office for help before ordering. You must check the product details of the goods before placing your order by phone or email and are responsible for checking the order via the email confirmation. We cannot accept returns or refund the money if you have given us incorrect information or accept a quote that has correct information on it, as we will not be able to resell the goods as they are made to measure.

c) Made to measure products

Made to measure products are custom made to your precise requirements. Once made our products are suitable only to you and therefore cannot be cancelled or returned. Because of this it is extremely important that you are sure about the product that you want and also the size you require. We strongly recommend that you double check your order to ensure that the products ordered are correct.

6. Delivering Your Goods

All-About Security Screens and Blinds will deliver your goods to the address you have provided on the quote for delivery. We will arrange a time with you directly for an install date and time. We will contact you directly the day before your install date/time to confirm your installation. Installations are done only Monday to Friday between 7am to 3pm.

7. Defective Goods

Depending on your order and what is supplied All-About Security Screens and Blinds offer a warranty manufacturer's guarantee on manufacturing faults. Customers will be advised at the time of installation what warranty is offered on their products as this comes down to what is supplied and which supplier is used to supply the goods installed.

8. Events Beyond our Control

We shall have no liability to You for any failure to deliver Goods You have ordered or for any delay in doing so or for any change of the specified delivery date or for any damage or defect to Goods delivered that is caused by any event or circumstance beyond Our reasonable control including, without limitation, third party default, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

9. Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which We exclude our liability to You) the enforceability of any other part of these conditions will not be affected.

10. Privacy

We do not sell, trade or rent Your personal information to others.

Consumer Guarantee

All-About Security have a duty to provide you with the product you ordered. If a part is missing or incomplete, we will replace/repair it as quickly as possible in accordance with the Consumer Guarantee. A refund will only be given if we cannot replace or repair the item.