

## Terms and Conditions:

### Service Expectation

Personalised and prompt service is extremely important to us. We will notify you as soon as possible of any delays or delivery issues. We will answer emails as soon as possible.

### Orders & Products

In proceeding with this order you are committing to purchase the products, where available.

1. We will endeavour to supply products as requested however please note that products are handmade in limited numbers and we are sometimes reliant on external suppliers.
2. While we take great care and attention to colour correctness, please note that due to varying colour calibrations of printers and monitors, variations may occur between seen design and finished product.
3. Cushion covers are sold without inserts unless stated otherwise. Inserts can be purchased on the website.

### Payment

Payment can be made via the checkouts using PayPal or by using credit card via PayPal. Bank deposit is possible for Australian customers but only upon special request. Payments must be made within seven days. Please reference your name as it appears on the order.

### Postage & Handling

Items will be posted within 10 working days wherever possible, after payment has been received. If your purchase is required urgently, express postage can be organised at an additional charge. A posted item notice will be sent to you when the item is posted. The utmost care will be taken to ensure your item/s arrive safely at the address provided.

### Refunds and Exchanges

Please ensure all questions are asked before proceeding with an order. If you are dissatisfied with your product you may return or exchange it under the following conditions:

1. The product must be returned within seven days of receipt;
2. The product must be as new, i.e. unused and undamaged
3. Email [sales@moochdesigns.com.au](mailto:sales@moochdesigns.com.au) with your name, the invoice number, the reason for return and a request for replacement, exchange or refund.
4. You will be advised of the return postal address.
5. Please note that we do not refund postage/shipping and handling of products.
6. The return policy does not apply if the product has been received in a damaged or faulty condition.
7. We reserve the right to refuse a return if these requirements are not met.
8. In the rare instance that the item is faulty, we will replace it at no charge. Please advise via email if you need to return any faulty goods.

### Care and Handling

1. As with all artwork, handle with care during transport and hanging.
2. To clean the fabric, gently wipe using only a slightly damp cloth.
3. While our material is durable and of high quality, we have no control over specific site conditions, therefore we cannot guarantee against colour fading or material degradation.
4. Keep artworks out of extreme temperature, humidity and direct sunlight.

### Warranties

Mooch Designs is not liable to you or any other person for indirect, consequential or incidental damages or expenses of any kind arising from or relating to the sale and purchasing of the products.

### Privacy Policy

We are committed to keeping your personal information confidential and secure. We do not sell, rent or loan your personal information to any other company. However we do use your personal data to process your order and to provide you with Mooch Designs updates. You may unsubscribe at any time.

### Contact Us

Please contact us if you have any questions: email [enquiry@moochdesigns.com.au](mailto:enquiry@moochdesigns.com.au) or phone 0407 046 442. Our website is: [www.moochdesigns.com.au](http://www.moochdesigns.com.au)