

Yatala Glass Terms & Conditions

Upon agreement to engage Yatala Glass to complete any scope of works you are agreeing to the following terms and conditions.

1. Acceptance of Supply Only Orders

Supply Only Orders are Subject to the Following Conditions:

- (a) The Customer understands and acknowledges that exact cutting sizes are required and are to be provided by the customer. It is not the responsibility of Yatala Glass to make increases or deductions. Please be advised that there is a 1-2mm tolerance in the glass industry.
- (b) The Customer understands and acknowledges that Yatala Glass will manufacture orders to the measurements, colour and thickness given by the customer.
- (c) The Customer understands and acknowledges that replacements for incorrect orders, where the customer has provided incorrect sizes will incur new charges for the new order at the correct sizes. Yatala Glass is under no obligation to replace incorrect orders free of charge.

2. Price

- (a) The Customer understands and acknowledges that all quotes/prices are valid for **30 days only**; Yatala Glass reserves the right to adjust the quoted price or withdraw this price.
- (b) The Customer understands and acknowledges that prices quoted over the phone are based off their measurements. Prices are subject to change if measurements are drastically different once item is measured accurately by Yatala Glass.

3. Payment

- (a) The Customer understands and acknowledges that before any made to measure order item can be processed, a minimum of 50% deposit or full payment is required.
- (b) The Customer understands and acknowledges that orders are to be paid in full before the product will be released for collection.

4. Alterations

- (a) The Customer understands and acknowledges that any alteration to the order including - Quantity, Size, Colour or Material will incur an additional charge if material has already been cut.

5. Templates

- (a) The customer understands and acknowledges that a template will be required to demonstrate any shapes, angles or radius corners that are required. Template is to be provided by the customer made of MDF Board or similar. *Cardboard will not be accepted*
- (b) Template is to be clearly marked with Customer Name, Requested Sizes and Angles.

6. Cancellation of Orders

- (a) The Customer understands and acknowledges that they are liable for all costs incurred by Yatala Glass, depending on what stage of work was completed at time of cancellation, including loss of material and/or labour incurred.

7. Risk

Yatala Glass will take and ensure the utmost care is given when handling customers own property, glass, frames, and furniture. Supply Only Orders are in accordance to the following conditions:

- (a) The Customer understands the above and acknowledges that by agreeing to leave their property in the care of Yatala Glass is at their own risk; any damage incurred is not the responsibility of Yatala Glass. It is the responsibility of the customer to replace.
- (b) The Customer understands and acknowledges that cutting of their own glass or material is done so at the customers own risk. The Customer understands that any breakages or damage is not the responsibility of Yatala Glass to replace.

8. Return of Goods

- (a) The Customer understands and acknowledges that Yatala Glass is under no obligation to offer refunds on orders for change of mind.
- (b) The Customer understands and acknowledges that all materials that leave Yatala Glass's factory is in satisfactory condition and that Yatala Glass is under no obligation to offer a refund or accept returned materials unless a product or material is faulty.
- (c) The Customer understands and acknowledges that Yatala Glass is under no obligation to offer a refund or accept returned materials for damages sustained to a product after collection has occurred.