

Client Terms & Conditions

Last updated: August 2026

These Client Terms & Conditions apply when you purchase or engage Pepperberry Interiors to provide interior design or e-design services.

By purchasing a service, accepting a quote or otherwise agreeing to proceed with Pepperberry Interiors, you acknowledge that you have read and accepted these Terms & Conditions.

1. About Pepperberry Interiors

Pepperberry Interiors

ABN: 36 502 149 016

Email: zacwisbey@pepperberryinteriors.com

Website: www.pepperberryinteriors.com

Pepperberry Interiors provides interior design and e-design services, with services primarily delivered remotely.

2. Our Services

The exact scope of your project will depend on the service or design package you purchase.

Depending on your package, your design may include items such as:

- Design concepts and recommendations
- Mood boards and style boards
- Furniture and décor selections
- Paint colour recommendations
- Lighting recommendations
- Materials and finishes
- Furniture layout recommendations
- Product and sourcing schedules
- Links to recommended products
- Recommendations for incorporating existing furniture and décor

Your package description, quote or other written communication from Pepperberry Interiors will outline the inclusions specific to your project.

Anything not expressly included in your selected package is considered outside the agreed scope and may require an additional fee.

3. E-Design Services

Pepperberry Interiors primarily provides e-design services remotely.

Unlike an in-person interior design service, Pepperberry Interiors may not physically inspect, measure or assess your property.

Our recommendations are therefore based on the photographs, measurements, floor plans, information and other materials you provide.

4. Client Information and Measurements

You are responsible for providing complete and accurate information about your space, including measurements, photographs, floor plans and details of existing furniture or features where requested.

Pepperberry Interiors relies on this information when preparing your design.

We recommend carefully checking all dimensions before submitting them.

Before purchasing furniture, fixtures, décor or other products, you are responsible for confirming that the product dimensions are suitable for your space and that items can be safely delivered and installed in the intended location.

Pepperberry Interiors is not responsible for issues arising from inaccurate or incomplete measurements or other information supplied by the client.

5. Design Questionnaire and Communication

You may be asked to complete a design questionnaire and provide supporting photographs, measurements and other information before work begins.

The questionnaire forms an important part of our design process and helps us understand your style, lifestyle, requirements and budget.

You are responsible for providing accurate and sufficiently detailed information so that we can prepare recommendations appropriate to your project.

Delays in providing requested information or responding to questions may affect the project timeframe.

6. Design Timeframes

We aim to complete design packages within the timeframe communicated when your project is accepted.

Unless otherwise advised, our typical design timeframe is approximately **2-3 weeks once all required information has been received and the project is ready to commence.**

Timeframes are estimates rather than guaranteed completion dates and may be affected by project complexity, client response times, availability or other circumstances outside our reasonable control.

We will communicate with you if we anticipate a significant delay.

7. Fees and Payment

The price of your service will be communicated before you purchase or agree to proceed.

Unless otherwise agreed in writing, payment is required before design work begins.

Additional work requested outside the agreed scope may incur an additional fee. We will discuss any additional fees with you before undertaking that work.

8. Cancellations, Changes and Refunds

If you wish to cancel or change your project, please contact Pepperberry Interiors as soon as possible.

Because our services involve personalised design work, the availability of a refund may depend on whether work on your project has commenced and the amount of work already completed.

Where work has commenced, Pepperberry Interiors may retain an amount reasonably reflecting services already provided and costs incurred, subject to your rights under Australian Consumer Law.

Nothing in these Terms & Conditions excludes or limits any rights or remedies you may have under Australian Consumer Law that cannot lawfully be excluded.

9. Revisions

The number of revisions included in your service will be outlined in your selected package or service description.

A revision generally involves reasonable changes to the original design concept based on your feedback.

Requests that significantly change the original brief, design direction, room requirements or project scope may be treated as additional work and may incur an additional fee.

Where this applies, we will discuss it with you before undertaking the additional work.

10. Budget

Pepperberry Interiors will consider the budget you provide when making design and product recommendations.

Budgets should be treated as a guide unless otherwise expressly agreed.

Product prices, sales, delivery fees and availability can change, and the final amount you spend will depend on the products you choose to purchase and the retailers or suppliers you purchase them from.

You are responsible for making final purchasing decisions and ensuring those purchases are appropriate for your personal budget.

11. Product Recommendations and Availability

Your design may contain recommendations for furniture, décor, lighting, finishes, materials or other products supplied by third-party retailers.

Where possible, Pepperberry Interiors may provide direct links to recommended products for your convenience.

Product availability, pricing, delivery fees, lead times, specifications and promotions are controlled by third-party retailers and may change at any time.

We cannot guarantee that a recommended product will remain available after your design has been provided.

If a product becomes unavailable during the design process, we may select a suitable alternative where this falls within the agreed scope of your package.

After your final design pack has been delivered, sourcing replacements for products that subsequently become unavailable may be considered additional work unless otherwise included in your package.

12. Purchasing Products

Unless expressly agreed otherwise, Pepperberry Interiors does not purchase products on your behalf.

You are responsible for reviewing and approving products before purchasing them, including confirming:

- Dimensions and suitability
- Colour and finish
- Product specifications
- Price
- Delivery charges
- Delivery access
- Returns and exchange policies
- Installation requirements

Any purchase you make from a third-party retailer or supplier is a transaction between you and that business.

Pepperberry Interiors is not responsible for a third party's delivery delays, damaged products, product quality, customer service, returns, refunds or other actions.

13. Colour, Materials and Finishes

Colours, materials and finishes can appear differently between screens, photographs, digital design documents and physical products.

Lighting conditions can also significantly affect how colours and finishes appear within a room.

Where practical, we recommend viewing physical samples before making final decisions, particularly for paint colours, flooring, tiles, fabrics and other significant finishes.

Pepperberry Interiors cannot guarantee exact colour representation through digital documents or screens.

14. Existing Furniture and Décor

Where requested, Pepperberry Interiors may provide recommendations for incorporating furniture, artwork, décor or other items you already own.

These recommendations will be based on the information, photographs and measurements you provide.

We may also suggest affordable modifications or updates to existing pieces where appropriate.

You are responsible for determining whether an existing item is structurally suitable or safe for any proposed modification or continued use.

15. Trades, Installation and Structural Work

Pepperberry Interiors provides interior design recommendations and does not provide architectural, engineering, building, electrical, plumbing or other licensed trade services unless expressly stated otherwise.

Any recommendation that involves construction, structural changes, electrical work, plumbing, installation or other specialist work should be reviewed and completed by an appropriately qualified professional or licensed tradesperson where required.

You are responsible for obtaining any necessary professional advice, permits or approvals before undertaking work.

Tradespeople and contractors engaged by you remain independent from Pepperberry Interiors unless expressly stated otherwise.

16. Safety and Suitability

Our recommendations are based on the information available to us and are intended to assist you in creating a functional and aesthetically considered space.

You remain responsible for determining whether products and design choices are appropriate for the particular occupants and use of your home.

This is particularly important where children, pets, elderly people or people with accessibility requirements use the space.

Products should be installed, secured and used in accordance with manufacturer instructions and applicable safety requirements.

17. Design Outcomes

Interior design involves personal preferences and subjective aesthetic decisions.

Pepperberry Interiors will use reasonable care and skill to develop a design consistent with the information and preferences provided in your design brief.

However, we cannot guarantee that every individual product or design recommendation will match your personal expectations once implemented.

Your feedback during the design process is therefore important in helping us understand and refine the design direction.

18. Intellectual Property

Design concepts, mood boards, style boards, schedules, layouts and other design documents created by Pepperberry Interiors remain the intellectual property of Pepperberry Interiors unless otherwise agreed in writing.

Once you have paid for your service in full, you may use the final design materials provided to you for the personal implementation of your specified project.

Design materials must not be reproduced, resold, distributed, commercially exploited or represented as the work of another designer without written permission from Pepperberry Interiors.

19. Project Photography and Portfolio Use

Photographs, floor plans and other materials you provide will be used as reasonably necessary to provide your design service.

Pepperberry Interiors will not publish identifiable photographs of your home or project for our website, portfolio, social media or other marketing purposes without obtaining appropriate permission from you.

Where you provide permission, we may use approved project imagery to showcase our work.

20. Privacy

Pepperberry Interiors handles personal information in accordance with our **Privacy Policy**, available on our website.

Information provided as part of your project will be used to communicate with you and provide the services you have requested.

21. Limitation of Liability

Pepperberry Interiors will provide services with reasonable care and skill.

To the extent permitted by law, Pepperberry Interiors is not responsible for loss or damage resulting from matters outside our reasonable control, including inaccurate information or measurements supplied by a client, third-party retailer or supplier actions, product availability, delivery issues, installation by third parties or work undertaken contrary to our recommendations.

Nothing in these Terms & Conditions is intended to exclude, restrict or modify any consumer guarantee, right or remedy that cannot lawfully be excluded under the **Australian Consumer Law**.

22. Australian Consumer Law

Our services come with guarantees that cannot be excluded under the Australian Consumer Law where those guarantees apply.

These Terms & Conditions should be read subject to your rights under applicable Australian consumer protection laws.

23. Changes to These Terms

Pepperberry Interiors may update these Client Terms & Conditions from time to time.

The Terms & Conditions applicable to your project will generally be those provided or made available to you when you purchase or engage our services, unless otherwise agreed or required by law.

24. Governing Law

These Terms & Conditions are governed by the laws of Victoria, Australia.

25. Contact

If you have questions about these Terms & Conditions or your project, please contact:

Pepperberry Interiors

ABN: 36 502 149 016

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Website: www.pepperberryinteriors.com