

Terms and Conditions

As a valued customer of Mobilia we would like to familiarise you with the process of dealing with us.

We want to ensure that your Mobilia experience is a satisfying one. Please feel free to speak with one of our sales consultants if you have any further questions about any matter contained in this document.

Ordering your products / goods

Once an order has been placed and accepted by Mobilia, no cancellation can be made of that order unless you have received a written communication confirming the cancellation of that order.

Your deposit is NOT REFUNDABLE and only at Mobilia's discretion may a store credit be made available. This will only happen if the goods or products ordered specifically for you have not been or started to be manufactured. Store credits are valid for a period of no longer than 12 months and it is not the responsibility of Mobilia to remind you when that period will elapse.

Paying for your order

It is our terms that we require a 50% deposit of the total value of the products ordered before we can start an order and arrange for the manufacture or supply of products to you.

The balance of the goods is payable PRIOR to delivery.

In the event that there is a quicker lead time on some of the items ordered and a longer wait on others, the balance of the items that are ready to be delivered will be due with the balance when delivery is planned to take place for those items.

Delivery of your order

While we attempt to ensure our clients receive their goods in a timely manner and on time, delivery dates are only estimates. We are unable to accept any liability for failure to deliver the products due to delays from our suppliers, strikes and other unforeseeable circumstances.

Our delivery fees are outlined in the quotation and are not automatically included in the sale invoice. Should you opt to use this service and have your items delivered by Mobilia, a convenient time for delivery will be arranged with you by our team in advance.

If you are unable to accept delivery, or arrange for collection within 14 days from our first contact, the invoice must then be paid in full.

In addition a storage fee of \$250.00 + GST per week will be payable. Storage invoices will be invoiced to you on a weekly basis and must be paid in full before delivery will take place.

Inspection of your products

We ask that you inspect your goods upon delivery of them and notify us in writing within 48 hours of the delivery of any damages, shortfalls or complaints. This can be done online, by email or in another written manner.

We will not be liable for any damage to any products that were not notified in this manner within the parameters of those times.

Return of goods and your rights

Unless goods are faulty or defective and we are fully notified as outlined above, we can not refund, exchange or credit your account.

Our Liability

We will not be liable for ensuring that the products you have ordered are suitable for any particular purpose unless it is self evident or made aware to us.

We can not also be held accountable for the suitability or strength of COM Customer Own material or COL Customer Own Leather which is specified by the purchaser or an agent of.

Our Guarantee

Mobilia guarantees that all products that are sold are free from manufacturing faults and defects for a period of 12 months from delivery of the goods, unless noted otherwise.

In the event that a product is proven to be faulty or defective, you are entitled to the restoration of the goods or replacement, whichever is decided as being the most effective and efficient.

It should be noted that your guarantee does not cover:

- Any breakage caused by negligent and or improper use of the goods -Changes by normal wear and tear
- Any damage caused by lack of and or erroneous maintenance
- Any damage due to accident or force
- Degradation of finish caused by environmental factors

You can lodge a claim online or by contacting one of our sales representatives.

Personal Information

Your address, contact information and other details may be used by Mobilia and our subsidiaries to provide marketing information.

Please refer to our Privacy Policy for further information.

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