

# Zenith

## Online Shop Terms and Conditions

### SHIPPING INFORMATION

In-stock items — Some stocked items require time for assembly. Lead times listed on the website. Tracking details will be emailed once the item(s) has been dispatched.

Shipping price is a flat fee of \$125 including GST.

### TRANSIT TIMES

These transit times are indicative after the order is ready for dispatch and does not include any handling or production lead times.

Metro NSW: 1-2 days

Metro VIC, QLD: 3-5 days

Non-Metro NSW, VIC, QLD: 5-7 days

ACT: 5-7 days

SA, WA: 7-10 days

Our shipping options are all Monday-Friday within business hours.

### DELIVERY OPTIONS

#### Standard

This is a standard delivery service to front door or to room of choice, without unpacking, placement or assembly. You will be notified when your order has been dispatched and then receive correspondence from our delivery partner to organise a suitable time.

#### Accessories Shipping

For smaller items, we use Australia Post with tracking link and the option to pick up from the post office if you are missed.

### Warehouse Pickup

If opting for warehouse pickup, products can be picked up by the customer only from the Zenith Interiors Sydney Warehouse (Building 1, 107 Vanessa Street, Kingsgrove NSW). Please allow 5-7 days for stocked items, and note that any made-to-order production lead times still apply. When your order is ready, you will be contacted via email about arranging pickup. Please do not go to the collection point until you have been notified by our team that it's ready. This collection option can be selected at checkout. The customer is responsible for arranging an appropriate vehicle to collect the items. Once the items are loaded and collected at the pickup point, Zenith Interiors is no longer responsible for any transit issues.

### Lead times

Please note that some products are made to order and may incur an additional lead time. Please check the relevant product page for specific lead times. If lead time is not listed, then the product is in stock and will be delivered within the times specified above.

### Insurance

Zenith Interiors insures each purchase during the time it is in transit until it is delivered to you. We require a signature for any goods delivered, at which point responsibility for your purchased goods passes to you. If you have specified a recipient who is not you for delivery purposes then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfilment by Zenith Interiors and transfer of responsibility in the same way.

### International Shipping

For international orders, please email your enquiry to [customer.service.xmn@zenithinteriors.com](mailto:customer.service.xmn@zenithinteriors.com) for a quote and freight options/charges.

## **RETURNS/EXCHANGES**

Zenith Interiors offers returns/exchanges on selected items only. All eligible exchanges/returns must be within 30 days of your delivered order. Refunds/exchanges are processed once the returned items are inspected and accepted back at Zenith Interiors. We do not offer returns or exchanges on clearance items.

The return or exchange of orders is at the cost and responsibility of the customer. Shipping costs are non-refundable for these items unless the product is damaged due to the fault of Zenith Interiors. To be eligible for a return, your item must be in saleable condition and in the original packaging with proof of purchase. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you would like to return an item please email the order number and reason to [customer.service.xmn@zenithinteriors.com](mailto:customer.service.xmn@zenithinteriors.com) and our team will provide further instructions.

#### Items unable to be returned

Any item not in its original condition or is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after delivery

Any item without a receipt or proof of purchase.

Clearance Store items cannot be refunded.

#### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed accordingly, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

#### Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [customer.service.xmn@zenithinteriors.com](mailto:customer.service.xmn@zenithinteriors.com).

#### Faulty Goods

Faulty goods must be returned to the Zenith Interiors Warehouse, Building 1, 107 Vanessa Street, Kingsgrove NSW 2208 within 30 days of purchase with the receipt. We will assess the goods and offer either a repair, refund, store credit or replacement. Items that show excessive wear and tear or misuse may not be eligible for return at the discretion of Zenith Interiors.