

Ethan Outdoor Furniture Quotation & Order – Terms & Conditions

Pricing policy

We only sell direct at our factory wholesale price. We manufacture a premium outdoor furniture range that is made to order, high quality and 100% handcrafted in New Zealand.

Quote authorisation

- a. Please see the Quote Authorisation process in the body of the email.
- b. To authorise your quote please Forward the quote or invoice back to us, along with this document, and make deposit payment.

Payment

- a. A deposit payment is required at time of Quote Authorization for most orders.
- b. Details of this are included at the bottom of the Quote if required.
- c. Direct Banking (Preferred option): **Account No. 02 0792 0377606 00**
- d. Please use the Quote or Invoice number plus your Surname as a reference.
- e. Please see below re payment by credit card.
- f. We are unable to include your order / quote in the production schedule until this payment has been received.
- g. An invoice including any deposit payment and final balance is emailed prior to despatch of an order.
- h. All invoices must be paid in full prior to the goods being despatched.
- i. All goods remain the property of Ethan Outdoor Furniture until total amount is paid in full.

Credit Card Payment

- a. Credit card payment is done directly by the client through an online link in the invoice thank you.
- b. We don't receive or hold credit card information.
- c. We don't accept credit card payments for Deposit payments (as our system won't allow this).
- d. The preferred method for deposit payments is direct credit.
- e. If you would like to pay the invoice in full with credit card we can email you an invoice, at time of deposit payment.
- f. The invoice final balance can be paid by credit card.
- g. We accept payment by Mastercard or Visa only thank you.
- h. There is a surcharge of approximately 2.90% for payment by credit card. This amount will be specified on the invoice.

Delivery Date

- a. Quoted delivery time is subject to change without notice as we manufacture orders in the sequence they are authorised.
- b. Once a Quote is authorised we advise a firm delivery date.
- c. The exact delivery day and arrangements are confirmed prior to despatching the furniture.

Freight & Packaging

- a. Furniture is delivered to your door with Conroy Furniture Movers, a leader in fragile freight for NZ.
- b. The furniture is transported using trucking blankets for protection. These are removed on delivery and are the property of Conroys.
- c. The furniture does not come bubble wrapped. This is an optional extra service and please contact us if this is required.
- d. Conroys do not assemble the furniture on site.

Furniture assembly

- a. We freight the table and benches semi knocked-down to minimise freight charges and for ease of handling.
- b. Easy to follow assembly instructions and diagrams are sent with the furniture.
- c. The assembly of a full table suite including umbrella, takes approx. 1-2 hours.
- d. If necessary the furniture can be delivered fully assembled. Please notify us if you require the freight cost for this option.

Fabric colour choice

- a. We send a web link to choose fabric colours.
- b. We don't require the colour choice immediately on placement or authorisation of an order. This is due approximately 7 days after order placement.
- c. Alternatively we courier a fabric swatch including a courier bag for return.

Other Terms

- a. Ethan Outdoor Furniture and its Suppliers do not guarantee the performance of any oil or woodstain products applied to the furniture.
- b. Ethan Outdoor Furniture does not guarantee colour matching of timber, fabric or oil finish between new furniture and clients existing furniture.
- c. Orders for Furniture repair, wood staining, or refurbishment are strictly per our "Furniture Repair – Terms & Conditions" sheet. See attached. Please sign and return with this order authorization page.

Surlast Fabric & Protective Covers

- a. Protective Covers and Bags are made in Surlast fabric as standard, and unless otherwise specified.
- b. Surlast protective covers are water resistant. They are not guaranteed 100% waterproof or seam sealed. They are designed to keep the bulk of the water off the furniture.

Optional Extra Items

- a. Quotations and Orders exclude any Optional Extra items unless specifically included.
- b. Please see separate Price Guide and Information sheets for various optional extras available for different products.

Maintenance Instructions and Items

- c. A comprehensive set of product Usage and Maintenance instructions are sent with goods.
- d. Where relevant some Oil or Woodstain is included free of charge with your order for initial application. Further Oil or Woodstain can be purchased from us at a later date as required.
- e. We also provide a comprehensive after sales service and supply other parts etc..

Ethan Oil Finish

- f. Please note the furniture IS NOT supplied a pre weathered silver-grey colour.
- g. The furniture is supplied with Ethan Oil which gives a “mid brown, oiled” colour.
- h. The furniture will then weather silver-grey naturally over approx. 6 months. This is if the furniture is 100% outdoors and not under a covered / roofed area etc..
- i. Please see further information on Ethan Oil finish.

Furniture Repair & Restoration

- a. Please see separate document for specific terms & conditions relating to this type of work.
- b. “Furniture Repair – Terms & Conditions”

Umbrella Cover replacements and Fabric Items

- a. We make all Fabric items to order.
- b. These are based on the measurement provided by the client.
- c. Any changes to size or colour once production has commenced are at the clients cost.
- d. We are unable to put items into stock or refund for any errors or changes with colour or size.

International Orders & Freight

- c. Please see separate documents for specific terms & conditions relating to International Orders and Freight.

Please contact us with any queries or for more information.

21 June 2022