

### **Item Variation**

At The Timber Bedhead Co, if not in stock our items are hand-made to order, right here in our Australian workshop. We use furniture grade pine clears for timber and all stains and lacquers are applied by hand and may vary ever so slightly in colour and natural timber pattern. For this reason there may at times be slight variations from the product images on our website although we have used a grey card to set the colour and white balances on all of our photos to ensure they are as accurate as can be so they are a very good indication of the colour of each product.

### **Terms & Conditions Of Website Use**

By using this website and/or purchasing something from us, you engage in our “service” and agree to be bound by all of the subsequent terms and conditions (“Terms of Service”, “Terms”). These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any of its services. In the event that a violation of these terms and conditions occurs, The Timber Bedhead Co reserves the right to seek all remedies available by law & in equity. Unless otherwise stated, the Timber Bedhead Co website & all of its contents (including without limitation all text, photographs, images, video & audio) are exclusive property of The Timber Bedhead Co and are protected by copyright and trademark laws.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

### **Copyright Notice**

The Timber Bedhead Co website & all of its materials including, but not limited to, its text, photographs, images & video will collectively be known as ‘materials’. All ‘materials’ are protected by copyright laws & other international laws & treaties. You must comply with all proprietary and copyright notices on this web site. This web site is owned by The Timber Bedhead Co and is subject to copyright. The information on this site is protected under Australian copyright laws. Subject to provisions of the Copyright Act 1968 (Australia), you must not in any form or by any means:

- (i) reproduce, copy, adapt, broadcast, store, transmit, distribute, print, publish or create derivative works from any information or ‘materials’ on the site or otherwise exploit any of its ‘materials’ without our express prior written permission.
- (ii) alter, decompile, disassemble, reverse engineer or modify any material or

information that you receive from this site which can be accessed through this site;  
or

(iii) use or apply, for commercial purposes any material or information on this Site, without the prior written consent of The Timber Bedhead Co. Nothing contained on this site should be construed as granting any licence or right of use of any timberbedheadco.com.au trademark or part of any trademark displayed on the web site without the express written permission of The Timber Bedhead Co.

## **Returns**

**Exchange due to change of mind** – The purchase of all items is final, unless deemed faulty, so please choose carefully.

**Return of faulty items** – You have 6 months to return your purchase if it is faulty. All items are quality checked but occasionally there may be a fault we're unaware of. Please note that wear and tear in the course of normal use is not considered a fault. Our bedheads are provided with a suitable attachment to fasten to the wall which is recommended. Damage caused from mishandling or misuse is not considered a fault (i.e. dropping unattached bedhead when moving mattress and base or sitting on floating side tables). Please see Care Instructions for further information on this.

Items will not be replaced due to surface tarnishing as this will naturally occur over time with general wear. The process may be accelerated by exposure to sunlight or moisture.

To be eligible for a repair or exchange of a faulty item please contact The Timber Bedhead Co on [tbc@beyondbeds.com.au](mailto:tbc@beyondbeds.com.au) with the following:

- A photograph of the item with a description of the fault
- A “proof of purchase” being either the email confirmation from The Timber Bedhead Co or bank statement.

The Timber Bedhead Co cannot be held responsible for goods that may be lost or damaged during return shipping so please ensure all items being returned are securely packaged. Any items not thoroughly packaged to avoid damage during transit will not be accepted. Transport costs will be met by The Timber Bedhead Co only if a defect in the product is found. If goods are returned and no defective part is found, the transport costs will be met by the purchaser.

The item will be assessed upon return for fault. The Timber Bedhead Co will then repair or replace the item. The Timber Bedhead Co reserves the right to deny an exchange, repair or credit if the faulty piece returned does not meet our return policy and warranty requirements and it is deemed that care instructions were not followed.

## **Care Instructions**

- It is recommended that the bedhead be attached to a stud in the wall using the bracket and screws provided. This is not essential as the mattress and base will hold the bedhead in place but it is the buyers responsibility to suitably hold the bedhead

(and side tables if purchased) when the mattress and base is being moved. Damages and or injuries caused by dropping the item will not be the responsibility of The Timber Bedhead Co.

- The floating side tables are suitably strong and will adequately support a reasonable amount of items expected to be placed on a bedside table. 10-15kgs of items will comfortably be supported by the bedside tables however it is not recommended to place excessive weight on them. Side tables must not be sat on under any circumstances.
- Bedheads whether attached to the wall or not should not be pulled on as it could be pulled over and possibly become detached from the wall depending on the force being used and the success of attachment to the wall stud.

### **Payment Options**

We accept payment via:

- PayPal and credit card online

### **Packaging**

All Timber Bedhead Co items are packaged well in order to minimise the chance of being damaged in transit. We photograph all items shipped and have the driver sign that the package was not damaged when picked up. All of this information is recorded. We ask that you be vigilant in checking the condition of the package when signing for your items at the time of delivery. Please note any damage in packaging when signing for your delivery. All items shipped are covered by freight insurance and any damage noted by you, the buyer, is helpful should we need to make a claim.

### **Manufacture and Shipping**

The Timber Bedhead products are manufactured to order if not in stock. This process takes time. Usually items are made and shipped within 2 weeks of ordering, more than likely within 1 week, however during very busy times and due to occasional stock shortages, manufacture may take longer. This is very rare but in these instances The Timber Bedhead Co endeavours to keep customers updated on expected delivery times. All items are shipped from our Bairnsdale workshop.

Delivery usually takes 3-4 business days depending on your location.

All Australian deliveries use standard shipping with insurance for loss/damages and an online tracking number is provided to the buyer.

### **Warranty (Your Guarantee)**

Congratulations on selecting a Timber Bedhead Co product.

The Timber Bedhead Co provides the following **Conditions of Guarantee** in addition to all rights and remedies of the product which the purchaser has under the Trade Practices Act and Individual State and Territory Laws.

### **Conditions of Guarantee:**

This guarantee applies only to the original purchaser of the product and provides that in **normal** use if any part thereof proves to be defective in workmanship or materials (from the date of original purchase until 6 months afterwards) provided the product is used in accordance with our Care Instructions, such defective part or product will be repaired or replaced at no charge upon return to The Timber Bedhead Co.

Transport costs will be met by The Timber Bedhead Co only if a defect in the product is found. If goods are returned and no defective part is found, the transport costs will be met by the purchaser.

To be eligible for a repair or exchange of a faulty item please contact The Timber Bedhead Co on [tbc@beyondbeds.com.au](mailto:tbc@beyondbeds.com.au) with the following:

- A photograph of the item with a description of the fault
- A “proof of purchase” being either the email confirmation from The Timber Bedhead Co or bank statement.

This guarantee expressly excludes:

1. Damage caused by burns, misuse, neglect or accident.
2. Normal wear and tear including sun damage or fading.
3. Incorrect choice by the purchaser.
4. Fabric stains, soiling, burns or fraying caused by rubbing or general use.
5. Minor manufacturing irregularities.

The Timber Bedhead Co uses furniture grade pine clears for timber which can come with small irregularities. We put a lot of work into selecting the best pieces of timber for the best and most visible parts of our bedheads and side tables and we do spend a lot of time sanding and coming up with a very nice smooth finish both in the assembly stage and the staining and lacquering stage. Minor imperfections in the timber or lacquer are not considered defects unless quite severe and affecting the most visual parts of the product and its overall appearance. We pride ourselves in the finish we achieve on our products and we feel you will be happy with the results.