

Terms & Conditions

1. Introduction

These Terms & Conditions govern your use of **Totalsurfaces.com.au** and all purchases made through our website.

By accessing our site or placing an order, you agree to be bound by these Terms.

Totalsurfaces is based in **Perth, Western Australia**, supplying premium architectural materials for residential, commercial, and industrial applications.

2. Use of the Website

You agree to use this website for lawful purposes only.

You must not:

- Interfere with the website's security
- Attempt to access restricted areas
- Use automated tools to scrape or copy content
- Reproduce or distribute any content without written permission

All images, product descriptions, technical documents, and branding remain the intellectual property of **Totalsurfaces**.

3. Product Information

We make every effort to ensure product descriptions, colours, and technical data are accurate.

However:

- Colours may vary due to screen settings, lighting, or natural material variation
- Batch variations may occur in coatings, cladding, and decorative surfaces
- Technical specifications may change without notice as part of product improvement

It is the customer's responsibility to confirm suitability for their specific project.

4. Pricing & Payment

All prices on Totalsurfaces.com.au are listed in **AUD** and include GST unless stated otherwise.

We accept major payment methods including:

- Credit/debit cards

- Bank transfer (for approved orders)

Orders are only confirmed once payment has been successfully processed.

5. Orders & Availability

Placing an order does not guarantee product availability.

If an item is out of stock or unavailable:

- We will notify you promptly
- You may choose a refund, store credit, or alternative product

Special-order items, custom finishes, and project-specific materials are non-cancellable once production has commenced.

6. Shipping & Delivery

Delivery times are estimates only.

Totalsurfaces is not responsible for delays caused by:

- Freight carriers
- Customs or quarantine inspections
- Weather events
- Supply chain disruptions

Risk of loss or damage passes to the customer once the order is collected by the carrier.

7. Returns & Refunds

Our **Return & Refund Policy** forms part of these Terms.

Key points:

- No change-of-mind returns
- Claims for damaged or faulty goods must be made within **7 days**
- Products must be unused, unopened, and in original packaging
- Custom, tinted, cut-to-size, or special-order items are non-returnable unless faulty

Refunds are processed to the original payment method.

8. Warranties

Products may include manufacturer warranties.

Where applicable, warranty claims must follow the manufacturer's process.

Totalsurfaces does not provide warranties beyond those required under **Australian Consumer Law**.

9. Australian Consumer Law

Nothing in these Terms limits your rights under the **ACL**.

If a product is defective, unsafe, or significantly different from its description, you may be entitled to a repair, replacement, or refund.

10. Limitation of Liability

To the maximum extent permitted by law:

- Totalsurfaces is not liable for indirect, incidental, or consequential loss
- We are not responsible for installation errors, misuse, or failure to follow technical instructions
- Professional installation is recommended for all architectural materials

11. Custom Orders & Project Materials

For custom-tinted coatings, bespoke finishes, or project-specific materials:

- Production begins only after written confirmation
- Lead times are estimates
- Orders cannot be cancelled once manufacturing has commenced
- Variations in texture, tone, or pattern may occur due to natural or manual processes

12. Intellectual Property

All content on Totalsurfaces.com.au—including images, text, graphics, technical documents, and branding—is owned by Totalsurfaces or licensed to us.

Unauthorised use is prohibited.

13. Privacy

Your personal information is handled in accordance with our **Privacy Policy** and Australian privacy legislation.

We do not store payment details.

14. Changes to Terms

Totalsurfaces may update these Terms at any time.

Continued use of the website constitutes acceptance of the updated Terms.