

All Products in sold on this website (www.laura-ashley.com.au) are sold subject to these Terms and Conditions. Nothing mentioned in these Terms and Conditions affects your statutory rights.

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1. Orders

Your order becomes binding as soon as we have accepted it. All orders are subject to availability.

If an item you have ordered is out of stock online, we will attempt to locate your item at another store, and dispatch to you as soon as the item becomes available. No additional postage charges apply. We will notify you if the item has sold out across all stores.

Furniture, Made to Measure and Upholstery orders are subject to variable freight charges that depend on the item ordered and your delivery address. These charges may be in addition to the amount paid as part of your transaction on this website. Furniture and Upholstery orders will not be confirmed until delivery charges have been established and accepted by you.

You are responsible for checking and confirming that you are satisfied that all details and aspects of your order are correct and suitable for your requirements, including specifications, measurements, dimensions, product features, access and delivery.

Orders received after 3:00pm (Australian Eastern Time) are processed on the following working day.

2. Delivery

Standard Delivery

- It is your responsibility to provide a secure, attended, delivery address (not a PO Box).
- We deliver only within Australia.
- On Home Furnishings, Fashion and Accessories orders up to \$500, the standard delivery charge is \$14.95 for metropolitan areas. Delivery is free for orders over \$500.00 to specified metropolitan areas. (Note: additional charges may apply for deliveries outside specified metropolitan areas and also for Furniture, Made to Measure and Upholstery deliveries, depending on where you live, access to and within your property).
- We usually deliver Home Furnishings, Fashion and Accessories that are in stock online within 10-15 working days of accepting your order. However, delivery times are not guaranteed.
- Purchases of multiple Products may be delivered separately (but without affecting the delivery charges you agreed to at the time of purchase). Depending on the Products ordered, the Products with the longest time to completion may determine your delivery date.

Furniture, Made to Measure and Upholstery Deliveries

- It is your responsibility to provide a secure, attended, delivery address.
- We deliver only within Australia using carefully selected carriers to arrange delivery of our Products.
- Delivery of Furniture and Upholstery Products will usually occur within 28 working days of accepting your order.
- An adult must be present at the delivery address to carefully check the Products, and sign and acknowledge that the Products have been received in a satisfactory condition.
- Delivery of Furniture, Made to Measure and Upholstery orders are entitled to free delivery within specified metropolitan areas within Australia.
- Delivery charges will apply to regional areas and vary depending upon the delivery address. You will be advised of these charges before your order is completed. These charges may be in addition to the amount paid as part of your transaction on this website.
- Please note that delivery may be limited to specific days in your delivery area due to carrier availability. Unfortunately, we are unable to agree specific requested delivery times and dates.
- In most instances delivery can be completed by the driver, unassisted. A two-person delivery crew can be made available by prior arrangement. Delivery is to your room of choice, provided there is ample and safe access. Please assist us by clearing pathways and removing fragile items in advance of delivery.
- Products must be carefully checked at time of delivery and signed for by an adult. Any defect or damage must be reported to [Customer Service](#) immediately.
- Any visible damage to the Products or your property caused as a result of delivery must be reported to [Customer Service](#) immediately. We will not accept liability for visible damage not reported within three days of delivery.
- For Self Assembly Furniture, you are only required to sign and acknowledge receipt of the packaged Products.
- It is your responsibility to advise us of any non-standard delivery circumstances that may apply when ordering as additional delivery charges may apply on deliveries:
 - above ground level;
 - requiring more than one delivery driver (where we were not informed in advance),
 - requiring a small van for access; and
 - in any other exceptional circumstances.

Three Steps to ensure a problem-free delivery

Before ordering, please carefully check that the Upholstery and Furniture Products you have ordered will fit into the intended space in your home:

1. Check the dimensions of the space in which the product will be placed
 - o Allow for skirting boards especially in recesses, door or window frames, and headroom under any unusual spaces such as sloping roofs.
 - o When ordering a sofa bed, recliner or any extending item (e.g. a dining table), remember to consider your Product's size when opened.
 - o Product dimensions shown are taken from the largest or widest point
H = Height, W = Width, D = Depth.
2. Measure any staircases, doorways or corridors the Product will have to pass through, including space for manoeuvring and turning:
 - o This is especially important on bulky Products as they require extra space for manoeuvring during delivery and so all measurements should be carefully checked.
 - o To protect your Products, wherever possible we deliver into the delivery address fully boxed and packaged.
3. Please let us know at time of order if there are any access restrictions or special needs, which must be considered to ensure a successful delivery.
 - o Our delivery vehicles can be large. Please check that they can gain safe and ample access to or immediately adjacent to the delivery address.

Self Assembly Products

Some of our Products are designed to be assembled by the customer at home. Assembly is simple and instructions will be supplied with the Product. On delivery of these Products, you will only have to sign for the packaged Products on delivery.

3. Product Descriptions, Colours and Unique Features

Every effort is made to ensure that the Products we supply correspond as closely as possible to the samples displayed in our shops or shown in our Magazine or online, but there may be variations as natural materials have unique characteristics. No responsibility can be accepted for these variations, which all add to the unique features of our Products. Possible variations include:

- Colours may vary slightly from those displayed by your monitor. If you are unsure, please visit one of our stores to view the item in person.
- All measurements are approximate. Please allow +/- 2 cm variance on sizes stated.
- Leather is a natural product and characteristics such as shade variation, random scars and blemishes should not be misinterpreted as defects. Scratches and marks may occur through everyday use, and all high-grade leathers will mould uniquely to body shapes.
- Many of our Furniture Products are individually hand finished and there may be differences between batches. These will be more apparent if orders are placed at different times.
- As part of the design, some Furniture and Upholstery is hand finished to appear distressed. This will vary between Products and is not a defect.
- On fabric the shade may vary slightly from one printing batch to another.
- There is a 3% allowance on fabric alignment.
- We reserve the right to make any change to the internal specifications of our Products or minor external changes where necessary.

4. Cancellations and Returns

- When returning Products, you should return them to us by one of the following methods together with proof of purchase (invoice and receipt), unopened, unused and in their original packaging.
- Products cannot be returned once assembled or part assembled, unless faulty or do not match the description or image shown at the time of purchase.
- For hygiene reasons, mattresses, pillows, eiderdowns, duvets and swimwear cannot be returned once the protective seal or packaging has been opened, unless they are faulty or do not match the description or image shown at the time of purchase.

Home Furnishings, Fashion and Accessories

- Fabric of less than 5 metres cannot be returned or cancelled unless faulty or it does not match the description or image shown at the time of purchase.
- Once Products have been despatched, you may return them within 14 days of receipt of delivery by one of the methods below:-

Returns by Post:

- Home Furnishings, Fashion and Accessories Products purchased online can be returned by post to:
 - Online Returns
 - Laura Ashley
 - 112 Buckhurst Street
 - South Melbourne, Victoria, 3185.
- If you return Products by post, please ensure you include the despatch note and package them properly and securely so that they are not lost or damaged in transit.
- Furniture, Made to Measure and Upholstery Products (typically bulky items) cannot be returned by post. [Click here](#) for details about returning Furniture, Made to Measure and Upholstery Products.

Returns of Furniture, Made to Measure, Upholstery

- Furniture, Made to Measure and Upholstery Products purchased online cannot be returned directly to our stores.
- Furniture and Upholstery Products purchased online may be cancelled or returned at any time up to 14 days from the day after receipt of the Product by informing us within that period that you wish to do so. If the item has already been despatched or delivered it must be kept in perfect condition for collection by our nominated carrier. You will be subject to a non-refundable collection fee equal to either the delivery fee you were charged or \$100 (whichever is higher) – unless the Product is faulty or does not match the description or image shown at the time of purchase.
- Made to Measure Products cannot be returned unless inspected and confirmed as faulty or do not match the description or image shown at the time of purchase.

5. Defective Products

- On delivery you are responsible for checking Products carefully; any visible defects must be reported to [Customer Service](#) immediately. We will not accept liability for visible defects not reported within 3 days.
- Subsequently if you believe any of our Products to be of an unsatisfactory quality, please contact [Customer Service](#) immediately and treat the Product with utmost care while your claim is being investigated.
- For Furniture Upholstery and Made to Measure, we reserve the right to inspect issues identified and remedy on site, where appropriate.

6. Prices

- Prices are stated in Australian dollars, inclusive of GST.
- Prices exclude delivery charges unless otherwise stated.
- Prices on this website relate specifically to product offered for sale on this website and may not necessarily apply in Laura Ashley stores.

7. Payment Methods

You may make payment using Visa, MasterCard or American Express cards.

You confirm that the card that is being used is yours. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to or does not, for any reason, authorise payment to us, we will not be liable for any delay or non-delivery.

Laura Ashley Account Cards and Gift Cards cannot be used to make payments for online purchases.

8. Data Protection and Privacy

Data Collection

In addition to allowing us to check your creditworthiness and process your orders, the personal data you submit, and our records of your visits to the Site, will be used to monitor and improve our service to you.

To proceed with your order, we have to process and store your data, and provide your data to third parties who are directly involved with your order, e.g. our carriers. By placing an order with us, you agree to your data being processed by Laura Ashley, its agents, partners and members of the Laura Ashley Group.

Your information will not be used marketing purposes unless you elect to receive marketing information from us at the time of purchase, or if you have previously joined as a VIP. In these instances, we may send you brochures, leaflets, emails and catalogues displaying our products and services, and may telephone or email you in order to tell you of promotional offers, to discuss account and delivery details or for market research.

We will respect the privacy of your personal data, and will comply with all relevant and current data protection and privacy legislation. We will not disclose your personal data to anyone, unless required to do so by a court of law. By using this site, you consent to the collection of information by Laura Ashley.

If you wish to update or delete your personal information, or if you prefer that we not inform you of promotional offers, please contact [Customer Service](#).

Please [click here](#) to read our privacy policy.

Transaction Security

This website features a secure transaction environment. SSL encryption is utilised to protect your personal information. Your credit card details are encrypted and processed by our PCIDSS accredited gateway provider, one of the leaders in the field of secure transaction processing.

We use Cookies to keep track of your current shopping session to personalise your experience and so that you may retrieve your shopping basket at any time. If you do not accept Cookies you will be unable to use this Website.

9. Gift Cards

1. Gift Cards are available in denominations of \$20, \$50, \$100 and \$200.
2. Laura Ashley Gift Cards (purchased in Australia and New Zealand) can be used for payment in any Laura Ashley store in Australia and New Zealand.
3. Gift Cards are valid for one use only and must be surrendered on use.
4. You cannot obtain any cash advance with your Gift Card or redeem your Gift Card for cash.
5. Faulty or damaged Gift Cards cannot be re-issued unless the Gift Card is proved to be faulty or damaged as a result of the production process or otherwise due to the fault of Laura Ashley, its agents and contractors.
6. Treat your Gift Card like cash. Lost or stolen cards will not be replaced or refunded.
7. Where the cost of the purchase exceeds the value of the Gift Card tendered, you will be required to make up the difference.
8. Where the value of the Gift Card tendered exceeds the value of the cost of the purchase you will be given the choice of selecting additional items to increase the cost of your purchase, or forfeiting the balance.
9. Gift Cards are transferable. Personalisations (if any) applied to the Gift Card or accompanying documentation are for presentation purposes only and shall have no bearing on their use.
10. These conditions of use may be modified from time to time.
11. The Laura Ashley Gift Card ("Gift Card") can only be used as if validly activated full or part payment towards merchandise at any Laura Ashley stores in Australia and/or New Zealand, and redemption depends upon the currency of the Gift Card. For the avoidance of doubt, Gift Cards in Australian dollars can only be used in stores in the Australia.
12. Gift Cards cannot be redeemed online.

10. The Fine Print

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Website Content

We will take all reasonable care to ensure that all details, descriptions and prices of Products appearing on the website are correct at the time when the relevant information was uploaded onto the system.

Although we aim to keep the Website as up to date as possible, the information including Product Descriptions appearing on this Website at a particular time may not always reflect the position exactly at the moment you place an order.

You recognise and agree that all copyright, database rights, trademarks and all other intellectual property rights in all material and/or content of this Website is the owned by Laura Ashley or our licensors and shall remain at all times vested in us or our licensors as expressly authorised by us or our licensors.

Product use

All of our Products are designed for domestic use. If you intend to use our Products for non-domestic/commercial purposes, please contact [Customer Service](#) as some Products may not be suitable for certain uses.

Risk of Damage in Transit and Property

We carry the risk of loss or damage to the Products until you receive them. The Products will belong to you when you have received them and have paid us in full. Until payment has been made in full we may ask you to return the Products to us at any time. If you return the Products to us for any reason, they will become our property and be at our risk from the time we receive them.

Risk and Title

No order is binding on you or Laura Ashley until we have accepted it. All title and ownership to the ordered Goods will pass to you from the moment they are dispatched by us to the postal service, or to our carriers, or on payment in full by you of the price of the Goods and any delivery charge (if applicable); and risk will pass on delivery.

Definitions

In these Terms and Conditions, the words and expressions below have the following meanings:

- 'Product(s)' means Laura Ashley good(s)
- 'Furniture' includes beds and cabinet items such as wardrobes, chests of drawers, bedside tables, tables, coffee and console tables, occasional furniture, display cabinets, dining chairs, mirrors, and mattresses.
- 'Self-Assembly' means Furniture packed for assembly by the customer.
- 'Upholstery' means Products that are upholstered in fabric or leather such as sofas, chairs, footstools and headboards.
- 'Express Furniture' is Upholstery Furniture available in only one or a limited number of options and not made to your order and specifications.
- 'Essential Buy Furniture' is Upholstery Furniture available in only one or a limited number of options and not made to your order and specifications.
- 'Made to Measure' means Products such as curtains, blinds, cushion covers, arm caps, bedspreads and valances made to measurements and specifications provided by you.
- 'Home Furnishings' means manchester, cushions, throws, lighting, china, giftware, towels, fabric, wallpaper, and excludes Furniture, Upholstery, Express Furniture, Essential Buy Furniture and Made to Measure.
- 'we', 'us', 'our' means Laura Ashley (Australia) Pty Ltd.
- 'you', 'your' means the customer.