

## PRIVACY POLICY

Roseberyfabrics.com.au will never share your personal information with a third party. Any information we collect from you will be used to:

- Process your order.
- Advise of any special sales or new products (you may unsubscribe from this communication at anytime).

If you have any queries or questions please email: [info@roseberyfabrics.com](mailto:info@roseberyfabrics.com)  
We do not offer phone enquires. For all order and product queries please email only.

## TERMS & CONDITIONS

*"We aim to provide beautiful quality designed and manufactured fabrics for all your sewing and decorating needs for indoors and outdoors"*

### Privacy Policy

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### Customer Services

If you have any queries or questions please email: [info@roseberyfabrics.com](mailto:info@roseberyfabrics.com)  
Our customer services team are available to assist you via email. Emails ensure that we have central records of information provided which enables the customer services team to assist for future reference.

### Fabric Details and Descriptions

Each product page includes information about the fabric: units of measure, colour, type, suitability. It is our priority for all fabrics to be cut continuous, but do not guarantee all quantities will be supplied in one continuous length. There may be an exception to this, either when large quantities are ordered from a single product line, or the stock availability may be in several pieces. In either of these cases one of the customer services team will always contact you to ensure you are satisfied with the lengths available for your project. Fabric medium and heavy weight fabrics are generally used for home décor. Fabric weights are given in each item description.

Design sizes are given on each item description. This will give an idea of the scaling and size of the design print. All fabric types are susceptible to shrinkage and fading.

Whilst some of the fabrics are always available for immediate shipping, others have varying lead times. If by chance any of your fabrics are not available from our suppliers we will offer you the opportunity to choose an alternative fabric of equal value, or refund that item and send the rest of your order (where applicable).

Colours may vary from those shown on your computer screen. Every care has been taken to provide accurate photographs of our products but as some computer screens may vary in colour and contrast, variations may occur. If unsure, most fabrics are available as swatches.

We have made every effort to display as accurately as possible the colours of our products that appear on the website. As the actual colours you see depend on your computer monitor, however, we cannot guarantee that your monitor's display of any colour will be accurate.

### **Cancellation of Order**

Once an order has been placed it cannot be cancelled as all orders are processed and prepared shortly after they have been received.

### **Payment Methods**

All prices are in AUD.

Square is our preferred transaction service provider. It is a secure payment method as it will accept the following methods for payment on our behalf: Visa Card, MasterCard, Amex and Paypal.

### **Shipping and Delivery**

roseberyfabrics.com.au offers registered shipping for domestic and international orders. We predominantly use Australia Post eParcel to deliver within Australia, however various carriers are engaged to deliver fabric provided on rolls. Your order will be dispatched within approximately 1 to 2 working days after payment has been confirmed. Special orders and pre-ordered fabrics will be dispatched upon arrival from our suppliers; expected delivery information is provided at time of order placement.

Orders to Western Australian and Northern Territory: Your order may take an additional 7 working days to arrive once shipped.

Should you provide us with the incorrect address or contact information we accept no responsibility for your order. Please provide an address for delivery rather than a Post Office box.

### **International Orders**

We do ship internationally but only to select countries directly via the online store. If we ship to your country it will show in the drop down box when you try and register at checkout. Shipping is quoted based on your order quantity and weight of items. Where a country is not listed, please enquire by email for assistance to request a quotation for consideration and approval for payment and shipping.

Prices are listed in AUD and exclusive of Australian GST.

Shipping costs are calculated according to the weight of the parcels. Limitations are placed on the size of the parcel that can be shipped. The maximum length via Australia Post is 105cm. This means in most cases the fabric will need to be folded to be shipped. Please note we will fold the fabric with the least number of folds as is possible.

Vinyl type fabrics will be folded in the same manner for shipping. We recommend unfolding these on arrival and initially rolling them to allow the creases to unfold. It is also recommended to lay the fabric flat in the sun to assist with the removal of creases. A separate estimate can be provided for fabric to be supplied on a roll. The cost of this can be provided for your consideration and invoiced separately for payment.

Please check your local customs and duties charges and exemptions related to personal use. We are not responsible for any duties or taxes incurred from international purchases.

### **Returns Policy**

At roseberyfabrics.com.au we take time to prepare your order with care. All orders are carefully checked and cut before they are sent to ensure your goods arrive as have been ordered. If you believe your item is incorrect, damaged or faulty you must notify us by email to [info@roseberyfabrics.com.au](mailto:info@roseberyfabrics.com.au) within 5 days of receipt of goods. Once we have received the

goods and confirmed they are faulty or incorrect a replacement of the same item will be sent unless the goods are out of stock then you may wish to choose an alternative fabric, the option of a refund or store credit for the value of the item. All goods must be returned to us via registered mail to the address provided by our customer service team. Postage costs of the original order will not be included in store credits.

Please check your fabric carefully before washing, cutting or producing an item, as once this has been done a store credit or refund will not be accepted.

We do not refund cut lengths of fabric and trims if you have a change of mind about your purchase for any reason including your colour choice. If unsure in any way, we recommend purchasing a swatch to ensure the fabric will meet your needs before placing your order for cut fabric.

Custom made items such as Cushion Covers, Special Offer, Sale, Remnant and Clearance Items, Pre-Ordered items, Luxury Fabrics and swatches cannot be returned under any circumstances unless deemed faulty.

***Thank you for reading the terms and conditions of purchase.***