

1. We make every effort to ensure that the pricing and product information on our website, catalogues and advertisements are correct and up to date. To the extent permitted by law, any typographical, clerical or other omission in the sales literature, descriptions, features, specifications, quotation, pricing, acceptance or offer, invoice or other document or information issued by us will be subject to correction without any liability on our part. Whilst every effort is made to ensure the accuracy of a product's descriptions, features, specifications, quotation, pricing, it remains the purchaser's responsibility to verify that all the product information associated with the product is correct.
2. **Note** - "All prices shown on POS are supply only and do not include installation. The prices are UNIT ONLY prices and do not include any additional extras that may be required to operate the unit, such as flue kits, fascias, remote controls, media, hearths, mantels, ducting, brackets, etc.
3. All heating capacities on our website are in building square metres.. All heating capacities depend on factors such as building characteristics, quality of insulation and climatic zone – used as a guideline from manufacturers.
4. **Returns** - Change of mind is not a valid reason for Return of goods. Any goods that we agree to return will be subject to a handling charge of 20% of the value of the goods. Goods and packaging must be in original condition and free from any damage. Custom and made to order goods are non refundable.
5. **Delivery/Collection (Inc Storage Fees)**- Delivery arranged within Melbourne Metro is to site only, ie. Driveway or garage only. Flat easy access must be available. If access is not available, goods will be returned to Wignells warehouse, delivery charges will still apply and an additional fee for any subsequent visit. Delivery /collection date and time to be organised by the Warehouse and customer. All items held in stock longer than 6 weeks (whether delivery or collection terms) will attract a storage fee of \$240 (inc GST) per month
6. All offers expire at 5pm on the nominated date (or can be extended to until stocks last on certain promotions).
7. Please note that pricing and product models on Wignells website can change, please call to ensure that the prices are still current E&OE.
8. All images used in advertising are to give an idea of what the product can look like please note that "Unit Only" does not include extras such as trims, fascias, side panels remotes etc – please clarify with sales staff for costs of any extras.
9. Purchases made over the phone using a credit card must allow a three day clear time (business days only) before pick up of goods purchased. This also applies to cheque and direct deposit payments.
10. Some goods may require ordering, therefore same day pick may not be possible, please allow *5-10 business days lead time. Please advise the date of collection during order processing. We cannot guarantee but will endeavour to meet your request. Confirmation will be made by phone following the sale.
11. For all warranty information as displayed in the catalogue, please refer back to the manufacturer.
12. No rainchecks or extensions will be made on E-Newsletter prices.
13. If Wignells decrease the price of the goods you have purchased after we have invoiced and despatched any items, this situation is beyond our control and we will not accept any responsibility for this action and will not be required to refund a price decrease if this does occur.
All prices quoted are inclusive of GST and are subject to change at any time at the sole discretion of Wignells heating & cooking.
14. "One week only" or similar offers applies from the date of initial publication and can not be applied to predated quotes, orders or invoices.
15. Offers limited to one per customer unless specified differently.
16. Discounts are applied to the Recommended Retail Price not trade or already discounted items.
17. All offers are not available with any other promotional offer or with discounted offers.
18. All advertised offers are for "Unit Only" unless specified.
19. All advertised Offers for "Free Flue Kit" are for a standard flue kit or specified flue kit on offer and in accordance with the particular unit.
20. To be eligible for any promotional offers goods must be ordered and paid for in full by 5pm on the nominated date of the promotion.
21. **Sale Items** - All sale items in (in-stock) to be collected within 7 days of purchase. Items held beyond this time will attract a \$240 (inc GST) per month fee.
22. All prizes and offers are limited to one per customer. Unless specified differently. All Prizes exclude delivery
23. All offers will not be extended past the nominated date or terms extended for any reasons.
24. All offers are for cash & carry purposes only – no offers available to finance options.
25. Any goods won or given through promotions cannot be returned and/or transferred or redeemed for cash or any other products than those nominated.