



Serenity Water Gardens
220 North East Rd
Klemzig SA 5087
08 7225 0331
Open 7 Days
10 am to 6 pm

info@serenitywatergardens.com.au

Terms and Conditions

All monies must be paid in full prior to pick-up, or when booking delivery or installation.
We are happy to order or hold products for you. Please see the conditions below.

GOODS ON SALE.

All sale items are required to be paid in full by the end date of the sale.
Holding of sale stock on site needs to be negotiated with Serenity Water Gardens.

HOLDING STOCK for Customers who are not ready for it:

We are happy to hold stock for customers but there are conditions;

- We require at least a third deposit when placing the goods on hold.
- The remainder owing is required to be paid within 8 weeks of purchase. This money can be paid in person, by direct transfer as outlined on your invoice or by credit card over the phone.
- After 8 weeks from the purchase date, if you are unable to take delivery of, or collect your product, storage fees will be charged at \$100 per water feature and/or large item per calendar month or part thereof.
- All care will be taken with your stock while it is on hold but Serenity Water Gardens will not be held responsible for any damage that may occur during storage.

ORDERS:

Customers can order stock that we do not currently have in stock.

- We require a third deposit when placing the order.
- The remainder owing is required to be paid when the products arrive at our shop.
You will be contacted by phone when the products arrive. The money can be paid in person, by direct transfer as outlined on your invoice or by credit card over the phone.
- We are able to hold your water feature for 8 weeks if you are not ready for it. However, we have limited space and therefore after 8 weeks, if you are unable to take delivery of, or collect your product, storage fees will be charged at \$100 per water feature and/or large item per calendar month or part thereof.

CUSTOM ORDERS:

Often customers will want to modify a water feature to suit their specific space and needs.

We are happy to accommodate this where possible.

- For custom orders we require a 50% deposit.
- The remainder owing is required to be paid when the products arrive at our shop.
You will be contacted by phone when the products arrive. The money can be paid in person, by direct transfer as outlined on your invoice or by credit card over the phone.
- We are able to hold your water feature for 8 weeks if you are not ready for it. However, we have limited space and therefore after 8 weeks, if you are unable to take delivery of, or collect your product, storage fees will be charged at \$100 per water feature and/or large item per calendar month or part thereof.

LAYBY TERMS:

- 1 month for items under \$200.00 and 3 months for items over \$200.00.
- Minimum deposit required is 20%.
- The customer can cancel the layby at any time within the layby period. A cancellation fee of 30% of the cost of the item will apply.
- Your layby must be collected by the due date.
- Failure to pay the total amount placed on layby within the specified time results in the forfeit of all goods and monies paid.

DELIVER/ DELIVERY & INSTALL

We offer a deliver and delivery install service. Pricing will depend on access, distance from our shop and the number of staff we will need to send. Please ask our staff for a quote. All monies for the products, including the installation and/or delivery, must be paid in full at the time of booking this service.

DELIVER ONLY:

Please note delivery is to your driveway only.

Your responsibility is to have the access cleared (eg vehicles out of the driveway and any objects that will obstruct the staff delivering).

DELIVERY & INSTALL:

Please note that we do not do the ground preparation or electrical work.

The pricing of our installation service is based on the information you give regarding access to the site and availability of other people to lift if arranged.

Your responsibility is to have:

- The access cleared (eg vehicles out of the driveway and any objects that will obstruct the staff delivering or installing your water feature.).
- The ground prepared as outlined in the 'Preparing the site for your Water Feature' flyer. It is important that the surface is level, compacted without rocks, roots or uneven pavers. If the feature is going on pavers or concrete these need to be level and not slanting as this will impact on the flow of your water feature.
- The electrical supply ready either temporary or permanent. An extension cord to the water feature would be sufficient for the staff to plug in the pump and check the flow on the water feature if your electricals are not ready.
- We need a hose that will reach the water feature so that your water feature can be filled with water and the flow tested.

We accept that at times our staff will need to spend more time than usual at some installations to get your water feature running well. However, if the issues that increase our staff's time at the installation are because of non-communicated difficulties with access, ground preparation or lack of water or electricity supply, you will be charged \$50 per person per hour or part thereof.

If your site is not suitably prepared as per SWG information flyers, the installers will tell up at the time of installation. If you decide to go ahead with the install your warranty will become null and void. If you decide to rectify the site, the installers will need to come back to install the feature and you will be charged an additional delivery and installation fee.

The estimated arrival time of containers and stock is based on our information at the time of order. However, with all international transport there can be unforeseen delays, therefore the date may change.

If you have any questions regarding these terms and conditions, please ask one of our staff.

Thank you for letting us help you to create

your own piece of serenity.

March 2023