

Terms and Conditions

1. General

Purchases made from this website are subject to these Terms and Conditions and your rights under the Australian Consumer Law, which cannot be excluded or limited.

2. Orders and Payment

- In-store orders require a 50% deposit at the time of purchase.
- Online orders must be paid in full at checkout.
- Stock availability will be confirmed via email or phone before delivery or collection. If an item is unavailable, you may choose a substitute or receive a refund.
- All prices include GST unless otherwise stated.

3. Delivery

- Delivery occurs when goods are handed to the customer, their representative, or nominated carrier. Risk passes to the customer at that point.
- Standard delivery covers one person to a ground-floor drop-off only. An able person must be available on-site to accept and help unload.
- If no one is available, goods will be returned to the store and a re-delivery fee may apply.

- Delivery fees:

Distance from Osborne Park warehouse

- Within 30 km – \$120 incl. GST
- Within 50 km – \$150 incl. GST
- Online orders over \$199 and under 3 kg are shipped free of charge.
- Tile delivery costs will be confirmed separately via email or phone.

4. Click & Collect

- Orders are held for up to 28 days. After this period, goods may be resold unless other arrangements are made.
- Collection is available Mon–Fri 9 am–4 pm, Sat 10 am–1 pm.
- Customers must present their order confirmation and photo ID at pickup.

5. Inspection and Damage

- Customer must notify MR CERAMICS of a shortage or damage if any, as soon as is practical either by informing our delivery driver or by phoning MR CERAMICS.
- Inspect all goods before installation.
- MR CERAMICS accepts no responsibility for uninstalling or reinstalling goods installed in a damaged or defective condition.

6. Returns – Change of Mind

- Returns are accepted within 30 days of delivery or collection.
- Goods must be unused, uninstalled, and in original, undamaged packaging.
- A restocking fee of up to 20% may apply.
- Refunds are made to the original payment method only.
- Clearance, floor-stock, discontinued, and special-order items cannot be refunded or exchanged.
- Online customers are responsible for return freight costs.

7. Faulty Goods

If a product has a ****major fault****, customers are entitled to a refund, replacement, or store credit.

For ****minor faults****, repair, replacement, or store credit will be provided.

Faulty goods do not need to be returned in original packaging. MR CERAMICS covers freight for faulty-goods returns on online orders.

8. Cancellations

- Orders cancelled before dispatch may incur up to a 20% cancellation fee.
- Online orders may be modified or cancelled before dispatch by contacting the store. Refunds are processed to the original card within 3–5 business days.

9. Warranty

- All warranty claims must be submitted via the Warranty Centre at www.mrceramics.com.au/warranty.
- Products involving water, waste, or glass must be installed by a qualified, licensed tradesperson. Warranties are void for improper installation.

10. Liability

- Customers must provide correct delivery and access details at the time of order.
- MR CERAMICS is not liable for costs or losses arising from incorrect delivery information or failure to receive goods.
- Once delivery is completed, delivery fees are non-refundable.

11. Quotes

- All quotations are subject to these Terms and Conditions.
- Quotes are valid for 60 days unless otherwise stated and may be withdrawn before an order is placed.

12. Privacy

We respect your privacy and are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth).

We collect personal information such as your name, email, phone number, address and payment details when you place an order through our website or social media. This information helps us to process orders, improve our services, and comply with legal obligations.

We may use third-party service providers (such as payment gateways, couriers and marketing platforms) to help us deliver our products and services. These providers may have access to limited personal information only for the purpose of performing their functions.

Our website may use cookies to enhance your browsing experience and analyse website traffic. You can disable cookies in your browser settings if you prefer.

We take reasonable steps to protect and securely store your personal data, and delete it when no longer required.

You may opt out of receiving our marketing emails or calls at any time by updating your preferences or contacting us directly.

If you have any questions or concerns about how your information is handled, please contact us. (08) 615 00 693 E-mail: jphome@foxmail.com