



## RETAIL COMPANY POLICIES

### Ordering Policies

The following rules apply:

When ordering, please check to ensure that your codes and quantities are correct. We are not responsible for orders that are returned because you have made an error in the ordering.

We do not take returns after 7 days from date of purchase unless there is a manufacturing flaw.

Our silverware range is silver plated. All silver and silver plated goods will tarnish. Follow our Product Care, Handling and Cleaning instructions to aid in keeping your silver plated objects in good condition. Slight tarnishing on our silver plated objects do not affect the general appearance as it adds to the artisan style that is representative of our products.

### Ordering Process

Send us an email with your order. Once we have received your order we will send you an invoice. Payment must be received before goods are dispatched.

OR

Download our order sheet and fill in the quantity section to complete the order form. Go to "File", click "Send To" and "Mail Recipient As attachment". In the "To" field type: [enquiries@vehara.com.au](mailto:enquiries@vehara.com.au). **Do Not Forget to give your name, address and contact details.** Press "Send". Once we have received your order we will send you an invoice. Payment must be received before goods are dispatched.

## **GST**

Prices quoted include GST.

## **Freight/Delivery Costs**

Once you have submitted your order, we will send you a tax invoice which will include the shipping & handling charges. If you would like to be advised of the delivery charges for your order prior to receiving our tax invoice, please advise us by email or fax.

Shipping and Handling Charges are "per order" and not "per item". We will advise you if we are unable to ship for that price as the weight and physical size of the order may result in higher shipping costs. At all times we will endeavor to keep your shipping and handling charges to our minimum prices quoted below.

### **Brisbane:**

In general, local shipping and handling charges in the Brisbane area is \$14 inclusive of GST.

### **Sunshine Coast, Gold Coast, Toowoomba:**

In general, shipping and handling charges for the Sunshine Coast, Gold Coast and Toowoomba is \$ 16 inclusive of GST.

### **Sydney and NSW Coast and North Queensland Coast:**

In general, local shipping and handling charges for most coastal towns in NSW and Northern Queensland is \$25 inclusive of GST

### **Cairns, Melbourne, Geelong, Bendigo, Adelaide, Mt Gambier:**

In general, shipping and handling charges for Melbourne, Geelong and Bendigo, Adelaide and Mt Gambier is \$30 inclusive of GST.

### **Perth:**

In general, shipping and handling charges for Melbourne, Geelong, Bendigo, Adelaide and Mt Gambier is \$35 inclusive of GST.

**Other Areas in Australia and International Orders:** Available. Check with us for prices.

## **Deliveries**

Vehara is an environmentally aware company in all aspects of its business. We used recycled boxes to deliver your products via Australia Post e-parcel or our approved courier company. All purchases are sent registered and will

require a signature to accept delivery. You will be notified via email or phone if there is a delay with regards to your order. All orders can be traced.

## **Colour**

We have done our best to accurately display the true colors of the products shown on this website. However, the colors you see will depend on your monitor and we cannot guarantee that your monitor's display will show the true color.

## **Product Variations**

### Silver

All our silver products are individually handcrafted by Artisans. While each piece is an original, it is important to note that no two pieces are identical. There may also be slight imperfections that are a part of the handcrafting process. The dimensions and weights listed on our website are also only indicative.

### Soft Furnishings

Many of our products are made from hand spun silk which has natural variations in colors due to different batches.

## **Product Care, Handling And Cleaning**

### **SILVER**

Our silver products are copper based and silver plated using traditional Cambodian methods. Like **all** silver products, tarnishing will occur over time. Tarnish is caused by moisture, sulfur and other airborne chemicals, and the natural acids, salts and oils that accumulate on your skin. Tarnish (silver sulfide) is first visible on silver as a yellowish cast which over time deepens to brown and eventually becomes a very dark and iridescent purple/black. Tarnish does not pose a threat to silver objects. In fact, most damage to silver occurs as a result of **polishing** to remove the tarnish.

The **best care, handling and cleaning method** to use is:

1. Use a clean cotton cloth to handle silver and silver plated objects when possible.
2. Avoid touching silver and silver plated objects with sweaty hands.
3. Do not over handle each silver and silver plated object.
4. Do not drop or handle carelessly as silver and silver plated objects are soft.

5. Clean with **Vehara Cleaning Solution** for optimum result and shine. (Available through us or your nearest stockist).
6. If you do not have our cleaning solution, clean each silver plated object with lemon or vinegar, rinse well with clean water, dry with a clean cotton cloth and air dry in direct sunlight.

**Frequent light cleaning is safer for your silver plated objects**  
**DO NOT USE CONVENTIONAL SILVER CLEANERS, SILVER PLATING SOLUTIONS, SILVER POLISHING CLOTHES OR ANY OTHER METHOD OF SILVER CLEANING OTHER THAN THE METHOD ABOVE**

Our silver plated objects have a **black powder** on them which makes the relief on the objects stand out. If there is too much powder, your hands may get "black" when handling the silver plated objects. Washing your hands with soap and water will remove the stain. If there is too much powder residue on the silver plated object, take a clean dry cloth and give the silver plated object a wipe. When cleaning the objects with water and lemon, the black residue will still stay in the crevices so that the relief on the objects is still evident and contrasting.

## **SOFTFURNISHINGS**

Please follow the care instructions sewn onto our soft furnishings. The best method to use in general is to dry clean.

### **Prices**

We reserve the right to change our prices on a periodical basis. Please always check our website and download our latest order form before making any orders. We endeavor to ensure that our prices listed on our website and order forms are correct; however, we reserve the right to sell our products based on the correct pricing. Should a situation arise where the posted price is incorrectly displayed and orders for the item(s) in question have been made, we will contact you to advise you of the correct price. You may then choose to proceed or cancel your order.

### **Method of Payment**

Vehara accepts Visa, MasterCard and direct bank debit. All purchases made on this website are transacted in Australian dollars.

## **Returns and Exchanges**

At Vehara, we stand by the quality of our products. Every item in our collections is inspected at the time of manufacture and again before shipping to the customer. **We ask that you check your goods on receipt and in the event that damage has occurred in transport or you discover a defect, please contact us within 7 days.** Pending inspection, a full refund or exchange will be issued to your account. Delivery fees are not refundable. If you do not report the damage (s) within 7 days of receiving your order, we will not be able to refund or supply you with a replacement.

## **Customer Service**

If you require assistance, have questions relating to our products on this website or would like to check on the progress of an order, please call 07 3878 8819 or send us an email to [enquiries@vehara.com.au](mailto:enquiries@vehara.com.au).

## **Customer Service Hours:**

Monday to Friday 9.30am to 5.00pm

Saturday, Sunday and Public Holidays CLOSED

After hours email contact is monitored live and in most circumstances, you will receive a reply within hours.