HOUSE OF bespoke

08 NOVEMBER 2026 | VERSION 1.0

Terms of Trade

Products supplied in New Zealand | HOB-TOT-1.0 | 8 November 2026

100% of the order total, including GST and agreed freight, must be received as cleared funds before procurement, reservation or dispatch.

1. Who you are buying from

The supplier is HOUSE OF BESPOKE LIMITED trading as House of Bespoke, company number 9156994, NZBN 9429052010194, with registered office at 189 Ford Road, RD 1, Whakapirau 0583, New Zealand ("we", "us"). The customer is the person or legal entity named on the accepted quote ("you"). Contact: sales@houseofbespoke.co.nz. The registered office is not a collection depot; collection locations are agreed per order.

2. Agreement and acceptance

We provide these terms with the quote before you accept or pay. A contract is formed when you accept the quote and these terms in writing (including an express online acceptance) and we confirm the order in writing. A quote is valid for 14 calendar days unless it states otherwise. A website listing, enquiry or account application does not reserve stock or confirm an order. The accepted quote and expressly agreed variations take priority over these terms; your purchase-order terms apply only if we expressly agree in writing.

3. Price and payment

All amounts are in NZD. Each quote must identify the goods, GST, freight and any other agreed charges, and show the total payable. Payment is due when the order is confirmed, unless the quote specifies an earlier payment step. We do not place supplier orders, reserve goods, release goods or book freight until the full agreed amount has cleared. A remittance advice is not cleared payment. A purchase order, account number or past transaction does not create credit terms.

4. No automatic credit

Your customer account is prepaid, not a monthly credit account. Any deposit arrangement or credit facility needs a separate written agreement signed by an authorised supplier representative before the order is accepted. Otherwise, these upfront terms apply. Payment cannot depend on your customer paying you, installation, project completion or a retention. This does not restrict any right to withhold or recover money that the law gives you.

5. Changes and payment delays

If payment is not received within 5 working days of confirmation, we may give 2 further working days' written notice and then cancel the unpaid order. We will confirm availability again before accepting late payment. Changes to an accepted product, quantity, price or freight charge require both parties' written agreement. Any agreed additional amount must clear before the affected procurement or dispatch. No retrospective price changes apply.

Freight & delivery

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6. Selection and quantities

Check the product code, finish, size, mounting system, quantity, batch requirements and intended use before approval. You and your installer should check site measurements and required cutting/spare allowance. Any suggested 10% allowance is an estimate, not a guarantee that it suits every layout. Quotes must show any full-box rounding. Samples and screens are indicative; we will disclose material variations known to us. These provisions do not excuse a mismatch with the agreed description or sample, or remove applicable fitness-for-purpose obligations.

7. Special and imported orders

An indent, custom, special-production or overseas order will be identified in the quote. Full cleared payment is required before we commit to the supplier. Lead times run from receipt of payment and all required approvals. Overseas or Australian availability is not confirmation of New Zealand-held stock. We will notify you promptly of material delays and discuss options. Do not book installation solely against an estimated arrival date. An agreed essential delivery date must be recorded in the quote.

8. Freight price and scope

Freight is additional unless expressly included. Before acceptance, the quote must state the delivery address or depot, service level, GST and freight cost, and any agreed rural, tail-lift, crane, handling or other surcharge. Unloading is included only if stated. We will obtain your written approval for any change or additional charge before incurring it. If a charge cannot yet be fixed, we will provide a revised total for acceptance before placing the order; no open-ended freight commitment is required.

9. Site access, unloading and failed delivery

You must provide an accurate address, a contact who can receive the goods, safe vehicle access and any unloading equipment agreed in the quote. Pallets may require a forklift or a quoted unloading service. Tell us about restricted access, stairs, soft ground, weight limits or delivery windows in advance. Delivery does not include installation or carrying goods through a building unless agreed. If a failed delivery is caused by missing access or equipment you agreed to provide, you pay reasonable, documented redelivery or storage costs after notice. No such charge applies where we or our carrier caused the failure.

10. Delivery responsibility, risk and title

Where we arrange freight, we remain your contact for loss, damage and delivery problems. Risk passes when goods are physically delivered to you or your authorised recipient at the agreed location; for collection, when collected. No unattended delivery is authorised by this form. A separate written arrangement is required for any customer-appointed carrier and must respect applicable law. Title passes only when all amounts due for those goods are paid in cleared funds. Title and transit risk are separate.

11. Collection and delay

We will agree collection or delivery timing once goods are ready. If you request a delay, we may offer storage at a rate agreed in writing in advance. We will not impose unquoted daily storage penalties. For a material supply delay, we will give an updated estimate and discuss cancellation or another agreed solution; your legal rights for late or failed delivery remain available.

Returns & responsibilities

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12. Inspection and freight claims

Inspect packaging and accessible goods on arrival. Note visible damage on the delivery record, take photos and contact sales@houseofbespoke.co.nz promptly, preferably within 2 working days. Keep packaging while a claim is assessed. This requested notification period is not a cutoff for legal claims, concealed damage or defects found later. A delivery signature is not acceptance that concealed goods are defect-free. Do not install visibly incorrect or defective goods; contact us to resolve the issue.

13. Change of mind and cancellation

There is no automatic return right for surplus or change-of-mind goods. Obtain written approval before returning them. Special, custom and imported orders may not be cancellable once committed to the supplier. If we agree to cancellation or a change-of-mind return, any deduction is limited to reasonable, documented, unrecoverable costs caused by that cancellation (including approved supplier or freight costs), less savings and recoveries. We will explain the calculation and refund the balance. There is no automatic forfeiture of the whole payment or fixed restocking penalty. This clause does not apply where you have a legal remedy for our failure.

14. Faults, supply failures and refunds

Tell us about missing, incorrect or defective goods and give us a reasonable opportunity to assess them. We will provide the remedy required by applicable law and honour any additional express warranty. We do not require you to deal only with the manufacturer. If we cancel because we cannot supply and you have not agreed to an alternative, we refund amounts paid for the affected undelivered goods and unused freight, without excluding any further legal remedy. Refunds due will be processed promptly, normally within 10 working days, or sooner where required by law.

15. Product supply and installation

We supply products; installation is excluded unless expressly agreed in a separate written contract. Installation must follow the applicable manufacturer instructions and suitable project specifications. We are not responsible for a problem to the extent it was caused by incorrect installation, misuse or unsuitable site work by others. This does not exclude responsibility for defective goods, our own advice or representations, or any duty imposed by law. No blanket exclusion of removal, reinstallation or other recoverable loss is intended.

16. Rights, disputes and enforcement

Nothing in these terms limits rights or remedies that cannot lawfully be excluded, including under the Consumer Guarantees Act 1993 and Fair Trading Act 1986. These terms do not contract out of those Acts for business purchases. Raise disputes with us promptly and pay undisputed amounts when due. Before external debt recovery, we will give written notice and a reasonable opportunity to resolve the issue. Only reasonable, actually incurred recovery costs recoverable by law may be claimed; no default interest is imposed by these terms. New Zealand law applies, without restricting access to the Disputes Tribunal or another competent forum.

17. Privacy and later changes

We use necessary customer information to administer orders, payment and delivery, as explained in the account form privacy notice. Request access or correction through info@houseofbespoke.co.nz. Revised terms apply only to future orders after they have been provided and accepted. An update on the website alone does not change an existing contract. A working day excludes weekends and New Zealand public holidays.