

TERMS & CONDITIONS

These Terms apply to custom designed Bio.frame models ordered from Monarda Pty Ltd, ABN 14 681 835 629, and should be read together with your quotation, approved drawings, invoice and our Assembly & Maintenance Guide.

1. Your order

Bio.frame is custom designed, made-to-order and manufactured in oak and stainless steel.

Your quotation includes the configuration, 2D drawing, 3D render, price, estimated shipping cost and payment schedule, and is valid for 14 days unless stated otherwise.

Your order is confirmed when you approve the quotation and drawings and pay the 30% deposit. Please check all dimensions, access requirements and site conditions before approval.

Changes requested after confirmation may not be possible once manufacturing has started. Where possible, we will advise any additional cost before proceeding.

If you cancel after manufacturing has started, we may retain the deposit to cover costs incurred and workshop capacity committed to your order. This does not affect your rights under Australian Consumer Law.

We may make minor changes to materials or construction where necessary, provided they do not materially change the approved design, function or appearance.

2. Price & payment

Prices are in Australian dollars and include GST unless stated otherwise. Shipping and additional services are quoted separately.

A 30% deposit confirms your order and the 70% balance is payable within 5 business days of notification that your Bio.frame is ready for completion and shipping.

Normal production time is approximately 8 weeks, unless otherwise agreed. Shipping is arranged after cleared payment has been received, and the product remains the property of Monarda until paid for in full.

3. Delivery

Standard shipping covers ground-level delivery with reasonable weekday access. You are responsible for suitable access and for receiving and inspecting the delivery. Additional charges may apply if delivery cannot be completed due to access restrictions.

Risk passes to you on delivery. Production and delivery dates are estimates and may be affected by circumstances outside our reasonable control.

4. Assembly & safe use

Bio.frame must be assembled and used according to our Assembly & Maintenance Guide. Correct assembly and weight distribution are important for stability. Do not overload, climb on, modify or apply excessive sideways force to the product, and place heavier plants on lower shelves.

To the extent permitted by law, Monarda is not responsible for loss, damage or injury caused or contributed to by incorrect assembly, overloading, modification, failure to follow our instructions or use outside normal indoor residential conditions.

5. Returns, defects & Australian Consumer Law

As Bio.frame products are made to order, we do not offer refunds or exchanges for change of mind once manufacturing has started.

Our products come with guarantees that cannot be excluded under Australian Consumer Law. You may be entitled to repair, replacement, refund or compensation if a product does not meet those guarantees.

If there is a problem, contact us within a reasonable time with proof of purchase and details of the issue. We will reimburse reasonable return costs for a valid claim where return is required.

Nothing in these Terms excludes or limits rights or remedies that cannot legally be excluded or limited.

6. Liability

To the extent permitted by law, Monarda is not liable for indirect or consequential loss, including loss of profit, revenue or opportunity.

For products not ordinarily acquired for personal, domestic or household use, our liability may, where permitted by law, be limited to repair, replacement or the cost of doing so. Where the law allows us to limit our total liability, it will not exceed the purchase price of the relevant product.

7. Privacy & designs

We use personal information as reasonably necessary to process orders, provide customer service and meet legal obligations, and may share it with delivery providers, professional advisers or authorities where necessary. Marketing is only sent with consent and you may opt out at any time.

Our designs, trademarks, manuals and related intellectual property remain the property of Monarda.

8. General

These Terms, together with your quotation and invoice, form our agreement with you. The version in effect when your order is approved applies to that order.

These Terms are governed by the laws of New South Wales, Australia. If any provision is invalid or unenforceable, the remainder continues to apply.

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