

Terms & Conditions

13/02/2026



Bio.frame™

Inspired by the beauty of flora,
we help people create sanctuaries
that feel peaceful, relaxed and naturally connected
- important contributors to well-being and living quality,
both at home and at work.

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1. About These Terms

These Terms and Conditions set out how we supply Bio.frame products and how we work with you. By placing an order or using a Bio.frame product, you agree to these Terms.

Monarda Pty Ltd

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1.1 Governing Law

These Terms are governed by the laws of New South Wales, Australia. Any dispute will be subject to the courts of New South Wales.

1.2 Entire Agreement

These Terms, together with any quotation and invoice, form the entire agreement between you and us and replace any prior discussions or representations.

We are not responsible for delays or failure to perform caused by events outside our reasonable control.

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions continue in effect.

1.3 Amendments

The version of these Terms in effect at the time of order approval applies to that order.

2. Products & Orders

Bio.frame is a modular, freestanding framework made to order in oak and stainless steel. Each model is configurable to suit your space.

All base models and custom configurations are supplied under these Terms.

2.1 Ordering

All products are made to order and delivered directly from our workshop to your nominated address.

2.2 Quotations

We provide a quotation with:

- 3D visualisation
- Dimensional drawings
- Model specifications and pricing
- Shipping costs
- Payment schedule
- These Terms

Quotes are valid for 14 days unless stated otherwise.

2.3 Order Approval

An order is confirmed when:

- (a) you approve the final 3D model, drawings and specifications; and
- (b) we receive the 30% deposit.

You are responsible for ensuring all dimensions, access constraints and site conditions are suitable before approving the design.

Payment of the deposit confirms acceptance of the approved design, configuration and specifications.

Once manufacturing begins, changes may not be possible and cancellation may result in loss of the deposit (see 2.5).

Nothing in this section limits your rights under the Australian Consumer Law.

2.4 Order Changes

Requests to change a confirmed order must be made by email.

We cannot guarantee that changes will be possible. If agreed, additional costs may apply and must be approved in writing before work proceeds.

As products are made to order, changes may not be possible once manufacturing has commenced.

2.5 Order Cancellation

The 30% deposit secures workshop allocation, design finalisation and commencement of manufacturing.

If you cancel after manufacturing has commenced, the deposit is retained to cover costs incurred and loss of opportunity, including materials ordered, labour allocated and workshop scheduling commitments.

Nothing in this clause limits your rights under the Australian Consumer Law.

2.6 Minor Design Variations

We may make minor variations to materials or construction methods where necessary, provided they do not materially affect the approved design, function or overall appearance.

3. Pricing & Payment

All prices are in Australian Dollars (AUD) and include GST unless stated otherwise. Shipping and additional services are quoted separately.

3.1 Payment Schedule

- 30% deposit to confirm order
- 70% balance prior to completion and shipment
- Payment via EFT (quote number as reference)

3.2 Deposit

Once the deposit is received:

- A tax invoice is issued
- An estimated completion timeframe is provided

Estimated delivery time is approximately 8 weeks unless otherwise agreed in writing.

3.3 Balance

When your model is ready for completion and shipment, we will notify you.

The remaining balance is due within 5 business days.

Once payment is received:

- A final invoice is issued

- The product is quality checked, packed and prepared
- Shipping is arranged and tracking details provided

If payment is not received within 5 business days, shipment may be delayed and any agreed delivery date revised.

3.4 Title

Title to the product remains with Monarda until full payment has been received in cleared funds.

4. Delivery

Delivery is scheduled once final payment is received.

Shipping covers ground-level delivery with reasonable weekday access.

You must be present to receive and inspect the delivery.

If delivery cannot occur due to access limitations, additional charges may apply.

Risk in the product passes to you upon delivery.

5. Assembly, Use & Safety

Bio.frame must be assembled and used strictly in accordance with the Assembly & Maintenance Guide provided.

Proper assembly and weight distribution are essential for stability and safety.

5.1 Safety

Bio.frame models are freestanding and exceed 686mm in height.

Incorrect assembly, overloading, climbing or misuse may result in instability or injury.

To ensure safe use:

- Follow all assembly instructions
- Place heavier plants on lower shelves
- Avoid overloading
- Do not climb or apply lateral force

- Do not modify components or use non-genuine fasteners

5.2 Responsibility

We are not liable for loss, damage or injury to the extent it is caused or contributed to by:

- Incorrect assembly
- Failure to follow instructions
- Overloading
- Modification
- Use outside normal indoor residential conditions

Nothing in this section limits rights under the Australian Consumer Law.

The Assembly & Maintenance Guide forms part of these Terms.

6. Consumer Guarantees & Returns

Our products come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage.

You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Except as required by law, we do not provide additional warranties.

6.1 Change of Mind

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

This does not affect your rights under the Australian Consumer Law.

6.2 Claims

Claims must be made within a reasonable time after a defect becomes apparent and within the applicable legal limitation period.

Please contact us with proof of purchase and details of the issue.

If your claim is accepted, reasonable return costs will be reimbursed.

7. Liability

Nothing in these Terms excludes or restricts rights that cannot be excluded under the Australian Consumer Law.

7.1 Consumers

Where supplied to a consumer, liability is limited to the remedies available under the Australian Consumer Law.

7.2 Commercial Purchasers

To the extent permitted by law, where the product is not ordinarily acquired for personal, domestic or household use, our liability is limited (at our option) to:

- Replacement
- Repair
- Payment of replacement cost
- Payment of repair cost

7.3 Indirect Loss

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

7.4 Maximum Liability

To the extent permitted by law, our total aggregate liability arising out of or in connection with the product is capped at the purchase price paid for the relevant product.

8. Privacy & Intellectual Property

We respect your privacy and comply with the Privacy Act 1988 (Cth).

Personal information is collected only to process orders, provide customer service and meet legal obligations.

Marketing communications are sent only with consent and you may opt out at any time.

Personal information may be shared with delivery providers, professional advisers or authorities where required by law.

We take reasonable steps to protect your information.

All designs, trademarks, manuals and related intellectual property remain our property.

Products may not be copied, modified, rebranded or resold without written agreement.

This version of the Terms applies to all orders approved after 12/02/2026.