

FREQUENTLY ASKED QUESTIONS

Are all your products listed in this Product Guide?

The Bungalow & Villa Product guide has a comprehensive selection of renovation products that are available. However we have access to many many more products and we are able to make many timber products such as custom made windows, doors, turnings and mouldings to your specifications.



If you require a specific product that is not listed here, please ask us and we will hopefully be able to help.

The B&V Joinery Specification Guide details made to order joinery and associated products for all styles of property.

Are your products just for Villas and Bungalows?

No. Whilst Bungalow & Villa has gained its reputation for being a specialist supplier of renovation products for Villas and Bungalows, we have many years of experience in making and supplying renovation products for many other styles of houses & homes.

How long will it take to supply my order?

Alongside every product listing in this Product Guide is availability. It is our aim to have as many items in stock as possible. If you order a product that is a non stock item, our aim is to obtain it as soon as is possible. Occasionally external factors can affect delivery times, it is therefore essential to confirm the lead time at the time of order.

How do I pay for my goods?

We accept Cash, Cheques, Eftpos, Visa & Mastercard and Direct Credits to our bank. For specially ordered goods and made to order goods such as joinery, we require a 40% deposit. In these instances we require full payment prior to or upon delivery.



Do you offer credit terms?

We offer trade credit accounts to trade customers. If you are in the trade and wish to apply for a credit account. You can download an Account Application Form from our website; or post the FREEPOST reply card at the back of this product guide.

Do we provide a design or installation service?

We do not offer an installation or design service. We are happy to offer general advice but recommend that you engage the services of a professional designer such as an architect or interior designer.

How accurate is the information in this Product Guide?

We aim to ensure that all the product information and specifications in this guide are correct and accurate at the time of going to press. Sometimes product specifications change, so we recommend that you confirm details at the time of placing your order.

Do you provide a delivery service?

Yes. Our delivery service operates throughout most of Auckland from Tuesday to Friday. Outside of this area we will either courier your order or may be able to deliver by special arrangement. We do charge for delivery and so for small items such as hardware, we will usually courier them to you as it is more cost effective for you.

Can you supply to anywhere in New Zealand?

Yes. We frequently supply goods to all parts of the country and therefore are able to offer competitive rates for freight. Alternatively you can purchase our products through most builders' merchants and hardware chains including:

ITMs
Placemakers
Benchmark

Carters
Bunnings
Mitre 10

You can also purchase most of our products on-line by visiting shop.bungalowandvilla.co.nz

Where can I see your products on display?

We have a wide range of renovation products as well as doors & windows on display at our showroom in Morningside as well as the Auckland Home Ideas Centre, in Parnell (tel:09 303 4755). If you wish to see a specific product, please call us first to check whether it is on display.



Is this Product Guide easy to understand if I'm not in the trade?

In putting this Guide together we have tried to use as much plain English as possible. Sometimes it's not possible to avoid using jargon or technical terms. However, on pages 81 & 82 of this Product Guide, there is a glossary of technical terms. If you are unsure about anything, please ask us as it is in our interests for you to have a clear understanding of what the products and services that we offer.

What if I need to cancel my order or return some goods?

We will always do our best to accommodate any requests to return unwanted goods or to make a cancellation to a confirmed order. In these cases we follow these guidelines.

- a) If you wish to return a product that we normally carry in stock that is not faulty or damaged, we will accept it for full credit if it is in its original packaging or in a condition that we see fit for resale and the product is returned within 7 days.
- b) For goods that we do not stock, we will accept them for return provided that we can return them to the original supplier. In these instances there may be a restocking charge.
- c) For goods that have been made to order (either by Bungalow & Villa or another manufacturer) it is unlikely that they can be returned for credit at all. Please note that this also applies to products listed in this Product Guide that are made to order.
- d) If you are ordering goods that are specially made to your requirements, it is therefore important to ensure that they are what you want and the specifications on our order form are correct.
- e) Please note that many door & window furniture and hardware finishes are specially made to to order. In general, Polished Brass & Satin Chrome are in stock and can be returned. We will advise you if the finish that you require is returnable.
- f) If you wish to cancel an order for goods that have not yet been supplied, the above conditions a), b) & c) may still apply.
- g) In order to avoid confusion, any order cancellation will only be accepted with a written confirmation.

What about goods that turn out faulty or damaged?

Occasionally, goods turn out to be either faulty or damaged. When this does happen, we are keen to ensure that the problem is resolved quickly with the minimum fuss and inconvenience.

At the point of accepting goods, either on delivery or at our premises, it is important that you inspect the goods to ensure that there are no obvious signs of damage. If you have a query or claim about a damaged or faulty product, please call us at the earliest opportunity on 0800 428642 from landlines or 09 846 1502 from mobiles, quoting the invoice number on your receipt. This will help us identify your product quickly.

Can I bring my young children to Bungalow & Villa?

Yes, your children are welcome. We provide a range of toys and books to help keep them occupied while you are browsing. Please note, however, that all children remain the responsibility of the adult accompanying them.

Do you have a price list?

You can view prices for most of our stock items at **shop.bungalowandvilla.co.nz**, our online shop. In addition you can place orders and purchase goods on line. If you have a trade account or cash account, you can log on and view your own prices. If you would like to know more about this, please call or e-mail us.

If you have a list of material and would like a quote, please feel free to e-mail (info@bungalowandvilla.co.nz) or fax us on 09 8461503 and we will respond as soon as we can.

Delivery Tips

Most goods that we deliver are large and usually have a high value. These notes are intended to help make getting your goods to you is a simple and trouble free process.

- a) Please provide us with accurate delivery details, details of restricted access and contact numbers.
- b) Please have someone on site to accept and sign for the delivery.
- c) If the order includes large, heavy or awkward items, please ensure that suitable people are on site to assist with unloading.
- d) Please inspect the goods to ensure that they are not damaged and that they correspond to what was ordered.