

Kaolin Design Consultation Package

Terms and Conditions

Our team will create a clear picture of your space, we would also ask you to provide us with a \$500 refundable fee (which will be refunded once you purchase tiles of \$10,000 value with us), to cover the cost of the render production.

1. Eligibility to redeem this offer requires the individual to warrant and represent that they have full power, capacity, and authority to accept the Terms and Conditions of this offer.
2. This consultation package includes:
 - a. One-hour design consultation with one of the Design Consultants at Kaolin Tiles. This consultation can be on the phone or in the showroom.
 - b. One Mood board provided by the Design Consultant based on the 1-hour consultation and materials provided before.
 - c. One render of the interior based on 1-hour consultation, mood board and materials provided.
3. Eligibility for this offer:
 - a. Being an owner of a current project with an estimated purchase value of tiles to be over \$10,000 AUD (incl. GST)
 - b. Project must be located in an area that can be served by Kaolin Tiles.
 - c. The project will be registered and is unique by its address unless the change of ownership occurred.
 - d. Only one consultation package per project.
 - e. Purchase of Kaolin Tiles product should be estimated to happen within 12 months from the date of consultation.
 - f. Being able to provide architectural plans or at least accurate dimensions of the room.
 - g. The final decision of the eligibility will be determined by Kaolin Tiles.
4. Refund policy:
 - a. The consultation fee and the value of this offer is \$500 AUD (incl. GST) and that value will be deducted as a refund when purchasing Kaolin Tiles product.
 - b. The amount of \$500 AUD (incl. GST) will need to be paid before the start of the mood board.
 - c. The purchase value of Kaolin Tiles product must be over \$10,000 AUD (incl. GST) in order to receive the value of \$500 AUD (incl. GST) as a refund.
 - d. In case the purchase value of Kaolin Tiles product is lower than \$10,000 AUD (incl. GST) the package value of \$500 AUD (incl. GST) will not be refunded.
 - e. The refund will be processed to the registered project only.
 - f. The refund will be processed to the purchaser of Kaolin Tiles product for the registered project such as owner, builder, designer, or whoever purchases tiles if the address of the project is same as the project to which this consultation is given.
 - g. The refund can be also provided to the party that has paid the consultation fee of \$500 AUD (incl. GST) for the registered project in case another entity or individual purchases Kaolin Tiles product for the same project.
 - h. The refund is limited to \$500 AUD (incl. GST).
5. Amendments:
 - a. Before the render is produced, we will confirm with the client the area, location and angle. Any further changes or amendments to those will be considered as a new render and will be charged as an additional non-refundable fee of \$100 AUD (incl. GST).
 - b. Client is allowed to have 3 rounds of amendments for Mood board and render. Amendments include a change of Kaolin tiles product.
 - c. Any additional change will be charged at non-refundable rate of \$100 AUD (incl. GST) with a maximum of 3 amendments.
6. Mood board and render is only an artistic impression and will not be used as a reference for construction or represent the final installation. The colours, shade, etc. of the final installation can look different.
7. Kaolin Tiles makes effort to ensure that colours displayed are as close as possible to real life. Differences in display screens, printed paper and lighting can affect the final colour appearance. Be aware that tiles are manufactured and can vary in shade, texture between batches.
8. Mood board and render must include and visually represent Kaolin Tiles product.
9. The rest of the products in render or mood board such as vanities, furniture, etc. will be determined by the Design Consultant and may or may not be available for purchase in Australia.
10. All the materials remain the property of Kaolin Tiles and can be used for promotional purposes.
11. The images used for marketing purposes are only an example and the result can be different.
12. The consultation package is not transferable or redeemable for credit and/or cash.