

Terms and Conditions

Colours

Reproduction of colours is as accurate as possible, but please note colours in-store may vary slightly from what is displayed on your monitor.

Security

House of Cane is committed to ensuring the security of your personal information and we will take all reasonable precautions to protect this information from loss, misuse or alteration.

Online Store Returns Policy and Return Instructions

Change of Mind Returns

We will accept change of mind returns for items purchased online subject to the following conditions:

1. All "Change of Mind Returns" *are at the discretion* of the House of Cane at the time of notifying us *directly*.
2. You are responsible for any costs associated with returning your item to us.
3. We will not accept change of mind returns for Gift Vouchers or gift cards.
4. If you request a refund, the purchase price (excluding delivery charges) will be refunded to you via a store credit.

Faulty Items Returns

1. If an item is faulty, wrongly described or different from a sample shown then we will meet our legal obligations which may include refunding the purchase price or providing a replacement product, provided the item is returned within a reasonable time with proof of purchase.

Return Instructions

If you wish to return or exchange an item, please contact House of Cane on 03 63312855 lau@houseofcanetas.com.au for further details.

Delivery Information

Please note we do not currently ship outside of Australia.

Homewares

Homewares & small items are shipped via our couriers. **Delivery costs start at \$7.** They will vary by area and will be calculated and advised by our friendly staff.

Furniture & Large Homewares items

Furniture & Large Homewares items are delivered by our Home Delivery Service. You will be contacted by a member of our online sales team within two working days of placing your order to confirm delivery costs and timeframes.

Our commitment is to endeavour to deliver furniture & large Homewares items to all areas but unfortunately at various times we may be unable to achieve this.

Please feel free to contact us on 03 63312855 to confirm delivery options to your area.

Order Request

Delivery costs and time frames for items on Order Request will be confirmed over the phone when you place your order.

Tracking your delivery

Homewares: When your Homewares items are dispatched we will email you with a link to track your items via our courier's website.

Furniture: Our Home Delivery Service team will contact you the day before your scheduled delivery date to confirm delivery details.

Contact us

You can contact us with any questions about your order on 03 63312855 or at lau@houseofcanetas.com.au