
Delivery, Shipment & Commercial Terms

1. Delivery and Unloading

Delivery includes standard pallet unloading at sites equipped with mechanical facilities such as a forklift or loading dock.

If the delivery site lacks mechanical unloading equipment, the following options apply:

Option A: Collection from the freight company's local depot in your state at no additional cost.

Option B: Crane truck delivery to your site. A surcharge of AUD \$1,000 (inc. GST) applies.

For Victorian clients, collection is also available from Studio Tsukuru's Knoxfield depot at 150 Rushdale Street, Knoxfield VIC 3180 at no additional cost.

Client must confirm site unloading capabilities before final shipment. Changes to the delivery address or site conditions after shipment has commenced will incur additional costs.

2. Freight and Fuel Surcharge

Freight costs are subject to fuel surcharge adjustments. Any fuel surcharge increase between the date of quotation and the date of shipment will be passed to the client at cost.

Surcharges are calculated based on the freight company's published rates at the time of shipment and will be itemised on the final invoice.

The current fuel surcharge percentage, if applicable, is noted separately on the quotation.

3. Currency Fluctuation

Prices are quoted in Australian dollars.

If production or shipment extends beyond the quotation validity period (see Section 4), exchange rate movements between AUD and JPY may result in a price adjustment passed to the client at cost, based on the exchange rate at the time of shipment.

4. Quotation Validity

All quotations are valid for forty (40) days from the date of issue. After this period, pricing is subject to revision based on current material costs, freight rates, and exchange rates.

5. Production Timeline and Delays

Quoted lead time is forty (40) days from deposit confirmation. Production timelines are dependent on material availability and the manufacturing schedule of our Japanese supplier.

We will notify you immediately of any delays exceeding two (2) weeks and adjust timelines accordingly.

6. Payment Terms

A deposit is due upon acceptance of the quotation. The deposit amount is specified on the quotation.

Final payment is due before shipment. Goods are held until full payment has cleared.

7. Material Substitution

If specified materials become unavailable, Studio Tsukuru reserves the right to substitute with equivalent quality Japanese cedar at no price change, subject to your prior written approval.

8. Exclusions and Limitations

Studio Tsukuru's liability is limited to the invoice value of the goods supplied. We are not responsible for indirect damages, loss of profit, business interruption, or consequential damages arising from delivery delays, product defects, or freight issues.

9. Cancellation

Cancellations after production has commenced will incur fifty percent (50%) of the total invoice value as a cancellation fee.

10. Warranty

Studio Tsukuru yakisugi cedar products are supplied as manufactured by Kyoei Lumber, Japan. Products are warranted against manufacturing defects for twelve (12) months from delivery.

Warranty does not cover weathering, colour change, or natural variation in timber. These are inherent characteristics of authentic Japanese cedar.

Claims must be reported within fourteen (14) days of delivery with photographic evidence.

11. Dispute Resolution

Any disputes arising from this quotation or delivery will first be addressed through good faith negotiation. If unresolved within fourteen (14) days, disputes will be escalated to mediation before legal action is pursued.

12. Force Majeure

Neither party is liable for delays or failures caused by events beyond reasonable control, including fuel supply disruptions, shipping strikes, customs delays, natural disasters, pandemics, or international trade restrictions.