

Terms of Service

Welcome to Jardela.com ("Site"), operated by Jardela ("we", "our", "us"). By accessing or using our website and services, you agree to be bound by the following Terms of Service. If you do not agree with any part of these terms, you must not use our website or services.

1. Use of the Website

You agree to use this website only for lawful purposes and in a way that does not infringe the rights of, restrict, or inhibit anyone else's use and enjoyment of the Site.

We reserve the right to deny access to our services or website to any person, for any reason, at any time.

2. Products and Services

Jardela provides premium firewood products, including Redgum, Bimble Box, Grey Box, Coolabah, and Redbox blends, delivered directly to customers across Albury, Wodonga, Wangaratta, and the wider Northeast Victoria and Riverina regions.

All products are subject to availability. We reserve the right to discontinue any product at any time without notice.

3. Pricing and Payment

Prices for our products are displayed in Australian dollars (AUD) and include GST unless stated otherwise.

We reserve the right to change prices at any time without prior notice.

Payments are processed securely via Wix's approved payment platforms. By providing your payment information, you authorize us to charge the designated payment method.

4. Delivery

We provide reliable firewood delivery across our service areas.

While we strive to meet delivery timeframes, we cannot guarantee delivery times and are not responsible for delays caused by factors beyond our control, such as weather, traffic, or unforeseen operational issues.

Stacking services are available at an additional cost, as outlined when you place your order.

Delivery fees and service availability may vary based on location.

5. Returns and Refunds

Due to the nature of our products (natural firewood), we do not accept returns for change of mind.

If a product is defective, damaged during delivery, or does not meet the description provided, please contact us within 7 days of delivery. We will work with you to resolve the issue, which may include a replacement or refund, at our discretion.

6. Intellectual Property

All content on Jardela.com, including text, images, logos, and graphics, is the property of Jardela and is protected by applicable copyright and trademark laws.

You may not copy, reproduce, distribute, or create derivative works from our content without our prior written permission.

7. Limitation of Liability

To the maximum extent permitted by law, Jardela shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of your access to or use of our Site, products, or services.

This includes, but is not limited to, damages for lost profits, loss of data, or other intangible losses.

8. Indemnity

You agree to indemnify and hold harmless Jardela, its owners, employees, and affiliates from any claims, losses, liabilities, damages, and expenses arising from your use of the Site, your breach of these Terms, or your violation of any law or the rights of a third party.

9. Changes to Terms

We reserve the right to update or modify these Terms at any time without prior notice. Changes will take effect immediately upon posting on the Site. Your continued use of the Site after changes are posted constitutes your acceptance of the revised Terms.

10. Governing Law

These Terms of Service are governed by and construed in accordance with the laws of Victoria, Australia. Any disputes arising under or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of Victoria.