

Payments

We currently accept payments via Credit Card (Mastercard, Visa).

AMEX is not currently accepted.

Shipping Fees

Shipping costs are provided at cart and checkout. Studio Italia reserves the right to cancel an order in exceptional cases where delivery results in unusually high shipping charges (remote locations, island deliveries, etc).

Delivery

Web orders are generally dispatched within 3-5 business days of payment. Upon dispatch, shipping confirmation and tracking numbers are sent to your nominated email address.

Most items are delivered within 3-7 business days, though please allow up to 10 business days from dispatch for all items to arrive.

International Deliveries

International shipping isn't available online, but can be arranged in most cases.

[Contact us](#) for more information.

Order Pick-up

Pick-up is not available for web orders.

Returns

Change of mind returns

We offer a 14 day return policy for change of mind, where items may be returned for a store credit or full refund less applicable shipping & handling costs. All items must be unused and returned in their original packaging to qualify for a refund. Return shipping is to be arranged and paid for by the customer. Refunds will be processed once the item has been received by our warehouse and passed inspection. Please note that initial delivery cost will be deducted from the refund.

Damaged or faulty goods

In the unlikely event your item arrives damaged or faulty, please [contact us](#) within 7 days of receiving the item so a replacement can be arranged. Please do not attempt to return an item before speaking with us, as you may be liable for any associated expenses in doing so.

Warranty

We provide the following product warranties:

- LED products: 2yr commercial / 3yr domestic
- Products within technical collection: 2yr commercial / 3yr domestic
- 12 month warranty offered on all other products

All warranties are “replacement only”.

Please contact us directly if you wish to submit a warranty claim.

Please note that our warranty policy does not apply in cases of:

- Unqualified/amateur installations
- Normal wear and tear
- Misuse
- Failure to use in accordance to manufacturer instructions
- Using the item in an abnormal way
- Failure to take reasonable care

Installation

Please ensure to use qualified professionals for installation of any fixtures. Failure to do so will result in a **void of warranty** and Studio Italia cannot be held liable for any damages as a result.

Refunds

Refunds are processed within 5-10 business days of approval and are refunded via the original payment method.

More Information

If you have any questions or would like more information about any of the above terms and conditions, please don't hesitate to contact us by calling us on 08 8293 6464 emailing us at info@instylelighting.com.au.

PRIVACY POLICY

This privacy policy sets out how Instyle Lighting uses and protects any information that you give Instyle Lighting when you use this website. Instyle Lighting is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Instyle Lighting may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- name
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

For the exhaustive list of cookies we collect see the [List of cookies we collect](#) section.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

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