

# FAQs

We understand that choosing the right company for your furniture and design requirements can be tricky. Not only do you want a product that looks great, you want the peace of mind of knowing that your students and educators are comfortable and the process from order to delivery is seamless.

We have put together a list of frequently asked questions to help make your decision easier.





## **Why choose Civic Australia?**

At Civic Australia, customer care is everything. From answering your first phone call to installing the final project, customer care is first and foremost in every step. Client referrals are our main form of new business, which speaks for itself.

## **Is Civic capable of supplying large projects and how far afield?**

Yes. Civic Australia has been successfully delivering projects Australia wide since 1999.

## **Does Civic supply the public?**

No, due to our production schedules and minimum order quantities we do not supply to the general public.

## **Does Civic have an interior design service available?**

Yes! We have our own team of interior designers who will assist you with furniture layouts, colour consultancy and provide detailed 3D renders where applicable.

To give you further peace of mind, advice can also be provided for the hard finishes of the fit out, including walls, flooring and paint.

## **Do i need to assist with the delivery?**

No, Civic Australia will deliver and place each item of furniture for you. We don't believe in a dump and run operation, however, we may require your assistance with directions from time to time to ensure you are happy with the space.







### **What about the packaging and rubbish?**

All of the furniture is individually bagged in our factory after the final quality assurance check. It is then wrapped in furniture blankets upon loading into the trucks for extra protection.

Once on site, all furniture is unwrapped and placed in the correct locations, ready for use. Our delivery team will then collect and remove all rubbish before leaving as we take this as our responsibility.

### **Can Civic take away my old furniture?**

Yes we can for a minimal fee. Where possible, the furniture will be donated to charity.

### **Can I be sure the furniture will last?**

At Civic, we believe in quality products that will last. That is why we have a 10 year structural warranty on indoor furniture and 3 years on outdoor furniture. Civic is endorsed by the ISO certification ISO9001:2008 Quality.

### **Does Civic care about the environment?**

Civic is passionate about caring for the environment and has invested in ISO14001:2004 Environmental certification.

### **What about safety?**

We are certified to the 18001 Health & Safety System certification and have systems and processes in place to protect our staff and customers at all times.

