

# **GALAXY HOMEWARE - FAQ's**

## **Can you deliver my order to my home?**

We will quote freight independently if you need delivery.

All goods should be shipped within 2 working days of confirmation that payment has been received.

You should receive an email message advising that your goods have been shipped. Delays can occur during peak times such as Christmas and long weekends – please be patient.

NOTE: We cannot deliver to postal boxes.

## **What is your shipping insurance?**

**ALL GOODS MUST BE CHECKED BEFORE SIGNING THE DELIVERY CONNOTE!!!**

**DO NOT** sign the delivery docket if there is any broken item! Please record an endorsement of damage on Con Note, which is the evidence to make a claim and freight company will pay for a replacement, and Contact us immediately.

Please keep the damaged items until we arrange return.

Note: We do not cover any shipping insurance if customers arrange their own freight.

## **What is your refund policy?**

We will replace or exchange if:

- Item is defective
- Item is incorrectly described

If we are unable to replace goods we will offer you the choice of a) a credit or b) a refund.

We will not refund if:

- You simply 'change your mind'
- Item was not what you expected it to be' or 'not what you imagined it to be'. (we may exchange at our discretion).

Upon acceptance of the return, the buyer may elect to receive a store credit for the full amount of the purchase price paid or a cash refund equal to the purchase price less a restocking fee of 15%.

## **What is your warranty policy?**

The purchaser must keep the original invoice as proof of purchase.

Incidental or consequential damages attributable to a product defect or to the repair or exchange of a defective product are excluded from our warranty. We cannot pay for plumbing costs or building costs etc if product is found to be faulty after installation.

Please read our warranty policy.

## **Do you offer free quotes?**

Yes, we do. Please contact us and we will get back to you with our best prices.

## **What is your privacy policy?**

Under no circumstances will we disclose private details to a third party. All information provided to Galaxy Homeware Ltd is considered private and confidential.

**What if I receive an incorrect item?**

Please contact us straight away and we will resolve the problem ASAP.