



# **RETURNS POLICY 2023**

## **Return of Non-Faulty Products**

Should you require a credit from Project Floors NZ Limited for return of product, the following procedure and information will be required:

# **Information Required:**

To be eligible for a return, you will need to provide the following information with your product:

- 1.A copy of the invoice;
- 2. The goods you are returning;
- 3. The reason for the return.

#### Note:

Should any of the above information be unavailable at the time of the return, this may effect our ability to provide a fast efficient credit service.

### **Assessing Your Return:**

All products should be returned in a resaleable condition.

Credit will not be given for any incomplete boxes or damaged goods.

All products must be returned within 30 days from the date of invoice and should be returned to:

# Project Floors, 24A Fremlin Place, Avondale, Auckland.

Upon receipt, we will conduct an assessment of your product to determine whether a credit can be applied.

Return of product that has been incorrectly or over ordered is subject to a 35% restocking fee and any freight fees associated with the return of any products will be at the customer's expense.

#### Note:

Special ordered items or any sale offers, clearance lines and promotional items are not available for return or exchange unless the products are faulty or incorrectly supplied.

# **Processing Your Request:**

You will be notified by email if your application for credit has been unsuccessful or in the event any further information is required to validate the request.

A copy of your credit note, once approved and processed, will be provided by either email or post.

#### Contact:

Should you have any concerns of questions about our returns policy, please don't hesitate to contact us on (09) 444 4165.