

RETURNS POLICY

Our business is committed to providing high-quality products and services to our customers. We understand that sometimes you may need to return an item or cancel an order, and we have established the following Returns Policy to ensure that you are satisfied with your purchase. Our Returns Policy is in addition to your rights under the Australian Consumer Law.

CHANGE OF MIND RETURNS/EXCHANGES OF STOCKED ITEMS:

- A copy of your receipt or original invoice must be presented, be valid and intact.
- Return or exchange must be made withing 30 days of date of purchase.
- We can provide a refund using the payment method stated on your original receipt or credit to your trade account.
- All returned goods must be unused, in original packaging and in saleable condition.
- Restocking fees may apply.
- Commercial quantities are generally not available for change of mind returns or exchanges.

RETURNS OF SPECIAL ORDERS:

- Returns of specially ordered products will only be accepted if our supplier will accept the return.
- All returned goods must be unused, in original packaging and in saleable condition.
- A restocking fee of 20% of the purchase price or a minimum of \$20 (whichever is higher) will apply.
- You will be responsible for the cost of return shipping to our supplier.
- Refund will be processed after we have received the refund from our supplier.

CANCELLATION OF SPECIAL ORDERS:

- Request to cancel a special order must be done on the same day the order is placed.
- If outside of this, we will review your request with our supplier and advise if there are any cancellation fees or charges that apply.
- We reserve the right to refuse the cancellation if our supplier has already processed the order.

EXCEPTIONS:

Unfortunately, we cannot offer a change of mind refund or exchange on the following items:

- Custom-made products.
 - Any product/s specifically cut to size at your request.
 - Toilet seats, if packing has been opened (for health reasons).
 - Tinted paint.
 - Any product that is not in a re-saleable condition (for example, because it has been opened or used).
- Note: these products can still be returned if they are faulty, not fit for purpose or do not match the sample or description.*

DELIVERIES AND ALL OTHER CLAIMS:

We must be notified within 24 hours for the following:

- If the product is damaged or not of acceptable quality.
- If the product is not fit for its intended purpose.
- If the product does not match its sample or description.
- Any delivery issues including short supply, wrong product or any products damaged in transit.

WARRANTY:

- All warranty claims are subject to product manufacturer agreement and must be approved by manufacturer.

A copy of our Returns Policy is available on our website www.kentshh.com.au, please contact our customer service team if you have any questions or concerns.