

UPDATED TERMS & REFUND POLICY

1. PAYMENT TERMS

1.1 Production Deposit (50%)

A 50% deposit is required to secure your production slot and begin manufacturing. Once the deposit is received, materials are purchased, factory labour is allocated, production begins, and engineering specifications are locked in. The deposit is non-refundable once production has commenced.

1.2 Final Payment (50%)

Final payment is required prior to dispatch from the factory. You will receive final Quality Control photos, confirmation of build completion, and delivery preparation updates. Products will not be shipped until the balance is paid in full.

1.3 Accepted Payment Methods

Bank transfer only. Official invoice supplied. No cash payments accepted.

2. REFUND POLICY

2.1 No Change-of-Mind Refunds

All units are made to order; therefore deposits are non-refundable for change-of-mind.

2.2 Refund Eligibility

Refunds may only be considered if production has NOT begun and materials have NOT been ordered, the wrong model is delivered, or a major structural defect is identified before dispatch. Refunds do not apply to cosmetic variations, delays, approval issues, or customer cancellations.

2.3 Production Delays

Shipping or manufacturing delays do not qualify for refunds.

3. ORDER CHANGES & AMENDMENTS

3.1 Adjustments After Deposit

Customers have 48 hours after deposit to request changes. After this window, structural changes may require a new quote.

3.2 Upgrades

Optional upgrades must be paid in full before being added to your order.

4. DELIVERY & SITE REQUIREMENTS

4.1 Customer Site Preparation

Customers must ensure proper access, stable ground, and crane access if required. Delivery failure due to site issues is customer's responsibility.

4.2 Delivery Fees

Delivery fees vary based on distance and site conditions.

4.3 Failed Delivery Attempts

Customer covers redelivery, storage, and crane costs.

5. WARRANTY

5.1 Warranty Period

12-month structural warranty covering frame and panels.

5.2 Warranty Limitations

Warranty excludes misuse, DIY modifications, poor installation, weather damage, and non-licensed trades.

6. COUNCIL APPROVAL & COMPLIANCE

Customer is responsible for approvals, zoning checks, and compliance. Assistance documents provided (engineering drawings, wind ratings, specs).

7. CANCELLATION POLICY

7.1 Before Production

Partial refund may be considered before materials are ordered, minus fees.

7.2 After Production

No cancellations once production begins.

8. ACCEPTANCE OF TERMS

By paying a deposit, the customer accepts all terms, refund policy, approval responsibility, delivery conditions, and order confirmation.