

## **RETURNS POLICY & PROCEDURE**

We here at R&R understand that sometimes customers change their mind or plans need to be altered, we will always try our very best to accommodate those needs for change, make allowances & absorb costs associated with changes where and when we can.

### **POLICY & PROCEDURE FOR RETURNS**

Our Returns Policy applies to our **STOCK Colorbond Fencing Panels, Sheets, Rails, Posts & Plinths ONLY** & for exchange only.

**Exchanges** are valid for **1 WEEK ONLY after ORIGINAL PURCHASE** with a receipt / copy of the associated Invoice as proof of purchase & at a minimum value of \$50.

ALL exchanges will be **subject to approval from Management** after the products have been checked for any damage or scratches by our Drive Thru Staff and a returns note has been completed by R&R Staff.

- Products that are damaged or scratched WILL NOT be ELIGIBLE for return.
- Returns are for Exchange of Colour or Size only and Cash Refunds & Credit Notes will not be given.
- A Re-Stocking Fee of 10% will apply
- After the 7 Business days period, we cannot offer any exchange.

We ask & encourage all of our customers to ensure they have the correct product on the day of purchase & it meets the required needs.

If you are unhappy with the product that you have purchased, please let management know as soon as possible and they will be happy to discuss any resolution we can accommodate.

If you have further questions regarding our Returns Policy, please do not hesitate to contact management.

### **R&R MANAGEMENT**

#### **R&R Fencing (KVS WA PTY LTD)**

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