



WORK ORDER CANCELLATIONS

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 CANCELLATIONS

Work Orders for any Tubular Steel, Aluminium, Colorbond product or Colorbond Gates that have been received and placed into our system are subject to the guidelines set out in our Trading Terms & Conditions.

If you wish to cancel an order written notification needs to be made via email to sales@randrfencing.com.au and only upon acknowledgement via return email from R&R Fencing will the cancelation be noted & made.

Orders that are cancelled after 24 hours of placement WILL incur a CANCELLATION FEE or deposit's that have been made may be withheld at the discretion of management dependent on the size, quantity & stage of production and the cost of any materials already processed.

If a Tubular Steel, Aluminium, Colorbond Fence or Gate order is cancelled within 48 hours of its due date for collection, the order will be charged & invoiced IN FULL, payment will be required within 7 days.

We ask & encourage all of our customers to ensure they have the correct product, measurements & design specifications when they place the Work Order & that it meets the required needs.

If you are unhappy with the product that you receive please let your Sales Consultant or 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 Cancellations Policy, please do not hesitate to myself.

Kind Regards

R&R Management

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