

RETURNS FORM



Damaged or Faulty Products

Should your goods arrive damaged, are faulty, or you have received the wrong item or quantity, please contact us as soon as possible by telephone or email for assistance.

Change of Mind Returns

We want you to be happy with your web purchase, so we offer a refund upon **return within 14 days of purchase**, provided the product is in its **original condition and packaging** and accompanied by **proof of purchase**. Freight costs are non-refundable for change of mind returns.

Please note that change of mind returns for **made to order items** (such as cut sections and balustrading) and for **special orders** or **bulk orders** (orders with a total value in excess of \$500) will be at **our discretion**.

We will refund using the same payment method that you used for your order. We will process refunds promptly, however it can take up to five days for credit card refunds to appear in your account.

Change of Mind Returns Criteria

- Must be returned within 14 days of you receiving them;
- Must be in original condition;
- Must include proof of purchase; and
- Must include completed returns form, below.

Full Name:

Email:

Order Reference:

Phone:

Purchase Date:

Item Name	Quantity	Reason for Return

Comments:

Return to: Stainless Central
37/9 Salisbury Rd
Castle Hill NSW 2154
Australia