

# RETURNS, CANCELLATIONS & REFUNDS POLICY

## Returns of Unwanted Goods

We will always do our best to accommodate any requests to return unwanted goods. In all cases listed below, you are required to have your original proof of purchase. Depending on the condition of the products or circumstances of the order cancellation, a handling charge of up to 50% may apply.

### Stock Products:

If you wish to return a product that we normally carry in stock, which was correctly supplied at the time of order and is not faulty or damaged, we will accept it for full credit if it is in its original packaging or in a condition that we see fit for resale.

If the product is not in its original packaging or in a condition that we deem to not be fit for re-sale, we reserve the right to apply a handling charge or not to accept the goods for credit.

### Non Stock Products:

Where the products have been specially ordered in, we will accept them for return, subject to the above conditions and whether the original supplier will accept them.

### Cancelling an order for Non Stock Products.

Should you wish to cancel an order for goods that have been specially ordered in, there may be a handling charge. This may depend on our supplier's Returns Policy and whether the products have arrived.

### Returning Products that have been Made To Order:

Where products have been specially manufactured to your specification, we are unable to accept them for credit or refund. Please ensure that all the details are correct at the time of order.

### Cancelling an order for Made To Order Products:

Should you wish to cancel an order for products that are 'made to order', Bungalow & Villa are unable to refund your deposit and may require the balance of the order to be paid in full.

## Returns of Faulty Goods

Occasionally goods turn out to be faulty or damaged. In these instances we are keen to ensure that the problem is resolved quickly, and efficiently.

### When collecting goods or receiving a delivery:

Please thoroughly check that the goods are what you ordered and that they are showing no obvious signs of damage.

### If you suspect that the product(s) are either incorrect or faulty:

Please call us on 0800 428642 or (09) 846 1502 within 7 days of receiving the product(s), with your invoice number handy to help us identify your order quickly.

Claims after 7 days may not be accepted.

### What happens next?

We will make every reasonable endeavour to resolve the problem as quickly as possible. Please be aware that the time required to remedy a problem will vary with different products.

## Warranty Conditions

Our Warranty Conditions state that all surfaces of Joinery Products must be sealed/primed when received and prior to installation. If you would like further advice on how to get the best performance from your new joinery, please do not hesitate to ask us.

## Refunds

We offer refunds subject to the notes in our Returns Policy above. Refunds will be made:

- upon receipt of the returned goods if they are a stock item;
- upon receipt of credit from our supplier if the goods have been specially ordered in;
- only against the same card number / means of payment;
- less any transportation costs.

If you require more information, please e-mail us on [info@bungalowandvilla.co.nz](mailto:info@bungalowandvilla.co.nz) or call 0800 428642.

## Currency

All Prices on this website are quoted in New Zealand Dollars. All prices are also subject to Goods and Services Tax at the ruling rate.