

Return Policy

If you have ordered the wrong materials or your customer has changed their mind, please see below guidelines on returning these goods.

- Custom & discounted items are final and cannot be returned or exchanged.
- Steel items cannot be returned or exchanged.
- Returned items must have product labels still on and be returned in original packaging.
- Returned items must have no visible signs of wear or use.

Return or Exchange Process

In order for us to process your refund with no delays we ask you to adhere to the following guidelines:

To ensure the satisfaction of our customers, we accept returns within **21 days of order delivery**. Please note that a **20% restocking fee** will be applied to all returns.

For a smooth return process, ensure the following:

- All returns must be shipped back with proof of transport.
- Products should be securely packed to prevent damage during transit. The goods are your responsibility until they reach our warehouse. We strongly recommend photographing the item before it is sent for added security.
- Items must be returned in their original condition, including packaging and labels.
- All returned goods will be thoroughly inspected upon arrival. Should any item be found in an unsuitable condition, it may be sent back to you at your cost.

Return Addresses:

- **North Island-Based Stores:** Please return items to our Auckland Warehouse.
- **South Island-Based Stores:** Please return items to our Christchurch Warehouse.

Print the appropriate address label from from one of the following pages

Credit Process: Once our Warehouse Manager has inspected the items and confirmed they are in 'as new' condition, your credit will be processed. Documentation, including photos of the returned products, will be archived for future reference. If an item is damaged or not in the required condition, we will provide photographs and a detailed report explaining why the credit was not approved.

Please see delivery addresses labels for returning goods in the next page.



Fentec Group - Returns

43 Noel Burnside Road,

Wiri

Auckland



Fentec Group - Returns
22 Islington Avenue,
Islington
Christchurch



Fentec Group - Returns
60 Bastian Street,
Waikikiwi
Invercargill