



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**
- **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:

- We only accept returns sent to us within 21 days after an order has been delivered to you.
- A 20% re-stocking fee is applied to all returned orders.
- All return packages must be shipped with a proof of transport. The goods are your responsibility until they reach our warehouse, so make sure it's packed well and so it won't get damaged on the way. We advise you to take some images of the item before they leave.
- All items must be sent back to us in original condition with packaging and labels still attached.
- We aim to accept all returns. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you. All goods will be inspected on return.
- Please print off one of the following Address Labels and attach to the return package. If your store is North-Island based, then your product will be returned to our Auckland Warehouse; if your store is South Island based then the product will be returned to our Christchurch Warehouse. Please print off the relevant label.
- Once items have been inspected by our Warehouse Manager and all items are in "as new" condition, then we will go ahead and process your credit.
- Photos will be taken of all product returned and archived for future reference. If items returned are damaged or not in "as new" condition, then we will provide photos and a report as to why the credit can not be accepted.

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

Fentec Group - Returns

6 Harbour Ridge Drive

Wiri

Auckland



Fentec Group - Returns
22 Islington Avenue,
Islington
Christchurch



Fentec Group - Returns

60 Basstian Street

Waikikiwi

Invercargill