



## RETURNS POLICY

Thank you for purchasing with Standard Supply Co.

Customer satisfaction is our highest priority so if there is an issue with an item that is damaged or faulty we want to provide a quick resolution.

**Process:** You are required to notify us in writing at [sales@standardsupplyco.com.au](mailto:sales@standardsupplyco.com.au) in accordance with the required claim timeframe. A Goods Return Form (GRA) must be submitted and accompanied by photographic evidence of the issue to support the claim. Please contact us prior to returning any stock as goods cannot be returned without prior consent. In some circumstances we may request the product be returned for inspection. We will advise you in writing of the outcome of your claim and if approved we will either supply replacement goods or provide a credit note.

**Timeframes:** The required claim notification timeframes are as follows:

- Transport damage – immediately (and prior to opening consignment)
- Incorrect supply – within 48 hours of receipt (note we maintain an image catalogue of all sent consignments)
- Faulty manufactured product – immediately on discovery

**Replacement/Refund:** In the event you have received damaged product in transit or faulty product from manufacturing we will gladly replace or credit the item depending on your preference and product availability.

**Damaged Consignments:** All consignments are carefully packed and sealed by our team to ensure your delivery arrives in pristine condition. If your consignment arrives with a damaged seal or packaging please help us manage your claim efficiently as outlined below:

- sign the freight consignment note as 'damaged'
- take photos, and
- notify us immediately and prior to unpacking

Damage consignment claims will only be considered if all above conditions are satisfied and in circumstances where we are not notified immediately, a damaged consignment claim cannot be considered and the receiver will incur full responsibility.

**Returns:** We do not accept returns on unsold items or for change of mind.

**Shipping Charges:** We will arrange all freight for approved claims at our expense.

**Additional Charges:** A re-stocking fee and/or freight fee may be applicable in circumstances where product is not faulty.

**Limitations to product replacement:** Depending on product availability, in some instances there may be a delay for replacement product.

**\* Please note photographic evidence is a requirement for all claims.**