



Terms and Conditions

Composite Wood will happily assist customers who wish to return or exchange goods purchased from any of our store. Our returns policy is in addition to your rights under the Australian Consumer Law.

With a receipt or tax invoice:

- We can provide a refund
- All returned goods must be unused, in original packaging and in saleable condition
- Receipts and tax invoices must be valid and intact. All refunds will be provided back in the original tender. Cheques will be refunded as cash (once bank processing of the cheque has occurred) and credit card refunds must be processed back onto a credit card. Note: A credit card must be present to receive a refund.

Without a receipt:

We will record your proof of identification (e.g drivers' licence) when processing change of mind returns without a receipt. Without this, we may not be able to accept your return.

- We can provide an exchange voucher or an exchange for 'like' goods
- All goods for exchange must be unused, in original packaging and in saleable condition

30 Day Trade account returns/exchanges

If you're an account customer and presenting goods for return or exchange, a copy of the original invoice must be presented in-store along with the goods to arrange an account credit. Large quantities are not generally available for change of mind returns or exchanges.

Expenses relating to product returns

Any expenses relating to the return of products such as labour and transportation are to be paid by the consumer.

Exceptions

Unfortunately, we cannot offer a change of mind refund or exchange on the following items

- Custom made products or special-order products
- Any product/s specifically cut to size at your request
- If packaging has been opened
- Thermal expansion or contraction due to the change in weather which is a normal behavior of the Composite Wood decking or cladding will not be treated as a fault.

These products can still be returned if they are faulty, please note not fit for purpose or do not match the sample or description.

Other returns & exchanges

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You're entitled to a replacement or refund for a major failure, and compensation for other reasonably foreseeable loss or damage. You're also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality but the failure does not amount to a major failure.

We will accept product returns and provide you with a replacement, refund or repair where:

- The product is faulty or is not of acceptable quality; or
- The product is not fit for its intended purpose; or
- The product does not match its sample or description.

We recommend you retain your receipt, as we may require proof that you purchased the product from us. Composite wood team will be able to advise you whether a refund, exchange, repair or replacement is available.

Some products need to be assessed

We may need to assess your product to determine whether a repair, replacement or refund is appropriate. Certain products may need to be sent to the manufacturer for assessment.

You should contact us in the first instance via phone or email to info@compositewood.com.au.

Exclusions

In some case's a refund, replacement or repair may not be offered if you:

- substantially modify the product
- misuse the product contrary to user installation instructions or packaging labels; or
- simply change your mind.

Certain products are usually excluded under our Returns Policy unless they are faulty, these may include:

- Custom made products
- Any product/s specifically cut to size at your request
- If packaging has been opened

Special procedure for the return of certain products

For safety reasons, please contact your us before returning any Decking or Cladding products. We may be able to assess or organize a supplier or sales representative to inspect the products at your site. This may include:

Repair assistance with a receipt

For a repair we will ask for your name, telephone number, address details and signature in addition to your receipt. This helps us follow up with manufacturers on your behalf and to take other steps to improve our service to you.

To reduce the risk of fraud, all purchases made on a debit/credit card will be credited back to the original card used. Please have your card with you.

Repair assistance without a receipt

If you don't have a receipt, we ask for and prefer to sight and record photo identification showing your name, address and signature. This information will be kept secure. You can help us determine proof of purchase by providing a Bank Statement or similar. This can help us establish and confirm the price you are likely to have paid for the goods and allow us to process your return.

If you cannot provide satisfactory proof of purchase, Bowens may, at its discretion, provide you with an exchange or a Gift Card or Credit your 30 Day trading Account to the current value of the item, or the value that applied at the time of sale (if that can be substantiated).