

## **DELIVERY & RETURNS**

### SHIPPING & DELIVERY

We deliver products domestically using Australia Post or other alternative courier services when deemed appropriate.

The shipping is calculated based on the dimensions and weight of the order total.

Orders are dispatched within 2 business days and shipping times are estimated at between 1-15 business days depending on your location.

### REFUND POLICY

#### HOW TO RETURN / EXCHANGE

1. For all returns please email **info@waterproofingfew.com.au** within 7 days of receiving your order to request your return authorisation. Note: We do NOT except returns older than 2 months (calculated from the date of receipt of the order).
2. Include in your email the original order number & the items you are requesting to return/ exchange and the reason.
3. Once your return/exchange has been approved you will receive an email notification.
4. Complete the returns & exchange form (included in your order & will be emailed to you).
5. The return shipping is payable by the customer.

DIY Waterproofing is committed to customer satisfaction. Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. There will be no refund of the original postage and return post is at your expense. Customer has the responsibility of ordering the correct amount of product as per the approx. coverage rates provided by DIY Waterproofing.

We suggest using Registered post with tracking as DIY Waterproofing can take no responsibility for lost or missing returned orders.

No exchange or refund on "sale items" unless product is faulty.

Unopened and unused items in original condition may be returned upon presentation of your original invoice up to 2 months after receiving your order.

You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website. PLEASE NOTE: a 15% re-stocking surcharge applies to all returns.

### PRODUCT AVAILABILITY

DIY Waterproofing is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery timeframes are between 3-10 business days within Australia; in the event that an ordered item is not available or we are unable to fulfil your order we will notify you within 2 business days to arrange an agreeable alternative item, a backorder or a full refund.