



Avail Product Returns Policy and Procedure

1 Terms and Conditions:

- a. It is the customers responsibility to inspect products when they arrive to ensure all items have been received correctly,
- b. **Avail must be contacted about any issues or returns within 30 days of receiving the product.**
- c. Change of mind returns may be accepted, and subject to conditions, at the Supplier's absolute discretion.
- d. **Standard Products:** We may charge a restocking fee of 20% of the value of the goods with a minimum of 5%, we do not cover shipping costs.
 - a. The restocking fee will be determined based on if the product and/or packaging are returned in an original saleable condition or not. E.g. Minor damage to outer packaging will be a 5% fee
 - b. If the product has been damaged or modified a higher restocking fee may apply or the product may not be accepted.
- e. **Custom Products:** Custom made or custom cut products cannot be returned. Custom finishes cannot be returned. We can provide samples however there may be slight variations in colour due to conditions at time of manufacture, we cannot guarantee an exact match to other brands.
- f. **Wholesale Customers:** No credit will be recognized after 6 months from the delivery date.

2 Returns Procedure:

- g. Avail customers must send us an email or claim to info@avail.design regarding return details (product, quantity, related PO/INV, reason) and wait for approval prior to arranging a return.
- h. Return Details Required:
 - a. Product being returned
 - b. Quantity
 - c. Related PO/Invoice,
 - d. Reason for return
 - e. Damage to product/packaging (photos will assist with determining restocking fee)
- i. Avail needs to approve this via email and attach our RMA document.



Avail Designs (Availcare Pty Ltd, Sayers Family Trust)

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3/10 Rutherford Rd Seaford 3198 Victoria

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- j. The RMA needs to be printed and returned with the return items in our warehouse. (This is so the warehouse team can directly scan this return into the system to be credited with no confusion).

- k. Method of returning:
 - a. For any returns due to stock no longer required, customer cancellations or excess stock, please arrange returning this directly back to 3/10 Rutherford Rd Seaford Victoria 3198 (entry on Kepler Circuit)
 - b. **Direct Customers:** We must receive the items back before issuing any refund.
 - c. **Wholesale customers:** we can issue a credit note before receiving the item back however
 - i. If the item is not received back or no proof of shipment is provided within 15 business days of being issued the credit note will be cancelled and any amount processed will be reissued with standard payment terms.
 - ii. If the product is returned in condition worse than described a higher restocking fee will apply. The credit note will be adjusted or if already processed, an invoice for the will be issued
 - d. For replacement warranty items if the return item is not received within 15 business days of you receiving the replacement an invoice for the full amount will be issued.
 - e. For any returns that is due to a fault of Avail's, our head office staff will arrange collecting this directly from you.

At Avail, we work hard to provide quality products and service, but errors can occur from time to time. In the event of any issues, we will do our best to remedy them as quickly and fairly as possible. Prices are subject to change without notice.

If at any time you wish to discuss your order or have any queries or feedback, please do not hesitate to contact us.

