

RETURNS POLICY

Return of Non-Faulty Products

If you wish to request a credit from Project Floors NZ Limited for the return of non-faulty goods, please ensure the following process is followed and the required information is provided:

Information Required

To be eligible for a return, you must include the following:

1. A copy of the original invoice
2. The goods being returned
3. A brief explanation for the return

Please note:

If any of the above details are missing at the time of return, it may delay or impact our ability to process your credit efficiently.

Return Conditions

- All products must be returned in **resalable condition**.
- **Incomplete boxes** or **damaged goods** will not be accepted for credit.
- Returns must be made **within 30 days** of the invoice date.
- Goods must be returned to:
Project Floors, 24a Fremlin Place, Avondale, Auckland

Once received, the returned items will be assessed to determine eligibility for credit. Returns due to **over-ordering** or **incorrect ordering** will incur a **35% restocking fee**, and all **freight costs** related to the return are the responsibility of the customer.

Please note:

Special-order items, clearance lines, promotional offers, and sale items are **not eligible for return or exchange**, unless the goods are faulty or were incorrectly supplied.

Processing Your Credit

You will be notified by email if your credit application is unsuccessful or if additional information is required.

Approved credit notes will be issued and sent via email or post.

Contact Us

For any questions or concerns regarding this returns policy, please contact us on **(09) 444 4165**.

We are here to help.