

RETURNS POLICY

Return of non-faulty products

Requesting a return

To request a credit from Project Floors (NZ) Limited for non-faulty goods, please follow the process below and provide all required information.

Information required

Please include the following with your return request:

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

Please note: Missing information may delay or affect our ability to process your credit.

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.

RETURN WAREHOUSE

Project Floors c/- Logistics Connection

20 Brigade Road, Māngere, Auckland 2022

Returns are by appointment only. Please contact salesoffice@projectfloors.co.nz for further instructions and to arrange your return.

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

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

Processing your credit

You will be notified by email if your credit application is unsuccessful or more information is required. Approved credit notes will be sent by email or post.

Contact us

Questions? Call **(09) 444 4165**.

We are here to help.