

## Returns Policy Form

### North East Climate Solutions Pty Ltd

ABN: [Insert ABN]

Address: [Insert Business Address]

Email: [Insert Email] | Phone: [Insert Contact Number]

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### Customer Details

**Full Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

### Product/Service Information

**Invoice Number:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Item(s) Purchased:** \_\_\_\_\_

**Reason for Return/Request (select one):**

☐ Faulty/Defective

☐ Incorrect item supplied

☐ Damaged in transit

☐ Change of mind\*

☐ Other: \_\_\_\_\_

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## Returns & Refund Policy

North East Climate Solutions Pty Ltd is committed to customer satisfaction and complies with all applicable Australian Consumer Law obligations. However, returns and refunds are subject to the following terms:

### 1. Eligibility for Returns

- Returns will only be accepted within **7 days** of the customer receiving the goods.
- Items must be **unused, in original packaging**, and accompanied by proof of purchase.
- All returns are subject to inspection before approval.

### 2. Non-Returnable Items

- Any **custom parts, accessories, or specially ordered fireplaces** made for individual jobs are **non-refundable** under any circumstances.
- Items damaged due to **customer mishandling, incorrect storage, or installation by third parties** will not be eligible for return.

### 3. Change of Mind Returns

- Change of mind returns are **not accepted** after deposit payment unless agreed to in writing. If accepted at our discretion, a **restocking fee** of up to **30% of the purchase price** may apply.
- **Deposits are non-refundable** unless installation is deemed unfeasible after an official site visit.

### 4. Faulty or Damaged Goods

- If an item is received faulty or damaged, please notify us within **48 hours** of delivery.
- North East Climate Solutions will coordinate a repair, replacement, or refund where applicable, in line with manufacturer warranty and consumer law.

## 5. Freight Charges

- **All freight and delivery charges are non-refundable.**
- **Any additional freight costs** incurred due to returns, re-delivery, or failed delivery attempts will be **charged to the customer.**
- If the customer requests a return or exchange that involves product collection or redelivery, freight costs will apply.

## 6. Refunds

- Approved refunds will be processed within **7–14 business days** via the original payment method.
- Credit card surcharges paid at time of purchase are **non-refundable.**

## 7. Warranty Claims

- Product warranties are covered as per the **manufacturer's warranty terms.**
- A **6-year workmanship warranty** applies to installations by North East Climate Solutions.
- A warranty claim does **not override the payment obligations** as outlined in our Conditions of Sale.

## 8. Installation-Related Returns

- Any products supplied by the customer for installation are the **customer's responsibility.** If faulty or incomplete, additional costs for delays or rectification may apply.
- **Installation charges are non-refundable** once works have commenced.

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## Customer Declaration

I acknowledge and understand the terms of the Returns Policy and the Conditions of Sale & Installation as provided by North East Climate Solutions Pty Ltd.

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_