



At Life'sTiles, we work to make it easy for you to get your project sorted! That is why we make sample tiles available for you to take home and check the colour and finish. Before placing an order with us, it's essential for you to double check the room measurements and quantities, as some special order products cannot be returned unless the products are faulty. As always, our expert team of sales consultants are here to help you with any questions you may have.

The rights set out below are in addition to your rights under Australian Consumer Law.

## 1. Order Cancellations

You may cancel an order that has not yet been delivered of **regular stocked items within 7 days** of purchase without penalty. We understand things happen.

If you cancel your order after 7 Days from purchase, there will likely be a cancellation fee of 25% of the invoice value. This is because we will have incurred cost in getting your order ready for delivery. If however, we find that your order has not been processed during this time, there will be NO charge.

Any order which includes **Special Order Items** (meaning products not regularly stocked by Life'sTiles) cannot be cancelled as these specialist items are not part of our core range. Therefore we will ask you to be extra sure before placing an order for any Special Order items.

# Credits & Returns

## 2. Faulty Goods

Any faulty goods **can be returned** to the local Life'sTiles store you purchased from (or location as nominated by Life'sTiles) for a full credit or exchange. Return freight costs will be the responsibility of Life'sTiles. We stand by all the products we sell.

## 3. Returns

In accordance with the Customer Bill of Rights, you can return all regular stocked goods **within 7 days** of the **original purchase** date for a full refund.

After 7 days from the date of purchase and within 1 month of the purchase date, you can return any **regular stocked items**, under the following conditions:

- Only quantities of 3 complete boxes or more will be accepted for return / credit - the reason for this is we recommend you keep a minimum supply of spare tiles for future maintenance or repairs.
- Only full complete box lots will be accepted in original, undamaged packaging - other customers will only buy this product in full boxes.
- All Products must be in saleable condition.
- You must present your original invoice, receipt or proof of purchase.
- Life'sTiles will provide a refund at the rate of their purchase price minus a 25% charge.
- This charge is in recognition of the costs incurred in preparing and delivering the product to you.
- Products must match the current batch we have in stock.

You cannot return Special Order Items, as these specialist items are not part of our core range. Therefore we will ask you to be extra sure before placing an order for any Special Order Items. We will also allow you to return any goods if you have a right to do so under the Australian Consumer Law.

The above outline of the Life'sTiles Credits & Returns Policy is to provide you a clear and simple outline of how we will manage any situations requiring the credit or return of items. If you have any questions please feel free to ask our expert team.