

Returns Policy

We want you to be completely satisfied with your purchase. However, if you need to return an item, please review our returns policy below:

Returns Window

- Items must be returned within 10 days of the delivery date.
- Returns requested beyond this period will not be accepted.

Condition of Returned Goods

- Returned items must be in their original condition, undamaged.
- Any item that has been used, damaged, or altered in any way will not be eligible for a refund or exchange.

Restocking Fee

- A 20% restocking charge will apply to all returned goods. This fee will be deducted from the refund amount.

Return Delivery Charges

- If the returned item is timber, and collection is required, an additional delivery charge will apply. This charge will be determined based on location and collection requirements.
- Customers may also return items at their own expense to avoid collection charges.

Processing Your Return

- To initiate a return, please contact us with your order details.
- Once your return is received and inspected, we will process the refund minus the restocking fee and any applicable collection charges.

If you have any questions, please contact us.

