

RETURNS

Please note that all stock ordered, executed and delivered by Supreme Mouldings is automatically replenished. Therefore, products may not be returned under the following circumstances:

- Incorrectly ordered.
- Stock is not in its original packaging.
- Damaged goods older than 7 days.

Stock will be accepted for return under the following circumstances:

- Product for return was incorrectly executed by Supreme Mouldings.
- The product delivered was damaged.
- Goods are returned with proper authorisation and necessary documentation. If not done this could cause a delay in credits being passed. Please always reference the original invoice number that products were purchased on.
- If the product is undamaged and not used, mitred mouldings will not be accepted for credit.

Incorrect product delivered and damaged goods will be replaced. Please inspect all goods on receipt of delivery. Should you find anything to be wrong please advise your internal sales person with immediate effect so we can fix the problem as soon as possible. As mentioned, you may only return product if it is defective, not ordered or incorrectly supplied within seven days from receiving the order.

Once we have inspected the product and validated the return, we will either credit your account, replace goods or refund you. Please bear in mind that refunds can take up to 5 -10 working days to be processed. Goods cannot be returned if the purchaser is unable to sell it due to the fact that we have replaced the stock.

We wish to point out that our drivers have been instructed not to take back goods without valid pick-up slips. Please ensure that when goods are handed to our driver, a signature for the quantity of product that has been given to him is obtained. This will avoid any discrepancies between quantities sent back and quantities credited. Supreme Mouldings does not accept any responsibility for goods returned without documentation and any subsequent discrepancies arising. We reserve the right to apply a handling charge of 15%.