

Totalsurfaces – Return & Refund Policy (Australia)

1. Overview

At **Totalsurfaces**, we stand behind the quality of our architectural materials and coatings. If a product arrives damaged, defective, or not as described, we will work with you promptly to resolve the issue in line with Australian Consumer Law.

This policy applies to all purchases made through **Totalsurfaces.com.au**.

2. Change of Mind Returns

Because our products are **specialty architectural materials**, we do not offer refunds or returns for change of mind, incorrect colour selection, or ordering errors.

Please ensure all colours, quantities, and technical specifications are confirmed before placing your order.

3. Damaged or Faulty Products

If your order arrives damaged or faulty:

- Notify us within **7 days** of delivery
- Provide your order number, photos of the issue, and a brief description
- We will assess the claim and offer one of the following:
 - Replacement of the affected product
 - Store credit
 - Refund (where required under Australian Consumer Law)

We may request the item be returned for inspection before a replacement or refund is issued.

4. Incorrect or Missing Items

If you receive the wrong product or an item is missing:

- Contact us within **7 days** of delivery
- We will correct the order at no cost to you

5. Returns Process

To lodge a return request, email:

total.surfaces.cork@gmail.com

Please include:

- Full name
- Order number
- Photos of the product and packaging
- Description of the issue

Once approved, we will provide return instructions.

Unauthorised returns will not be accepted.

6. Condition of Returned Goods

Returned items must be:

- Unused
- Unopened
- In original packaging
- In resellable condition

Products that have been opened, mixed, applied, or altered cannot be returned unless faulty.

7. Non-Returnable Items

For safety, hygiene, and compliance reasons, the following cannot be returned unless faulty:

- Opened or used coatings
- Custom-tinted or custom-cut materials
- Clearance or discontinued items
- Special-order products sourced specifically for your project

8. Refunds

Approved refunds will be processed to the original payment method.

Please allow **5–10 business days** for processing depending on your bank.

Shipping fees are non-refundable unless the product is faulty or the error was ours.

9. Australian Consumer Law

Your rights under the **Australian Consumer Law (ACL)** are fully protected.

If a product is defective, unsafe, or significantly different from its description, you are entitled to a repair, replacement, or refund.

10. Contact Us

For all return or refund enquiries:

Email: total-surfaces.cork@gmail.com

Website: Totalsurfaces.com.au

Location: Perth, Western Australia