

## Complaints and Returns Policy

### Damaged Goods.

- Damaged stock must be signed as damaged upon arrival and notified to us within 5 days, or no claim can be made on the freight company therefore no claim on Euroflor.
- Customer must take photos of damage and forward to [sales@euroflor.nz](mailto:sales@euroflor.nz) or the individual sales representative.
- We will arrange for goods to be returned and credited.

### Returns

- Goods must have prior approval before being returned.
- Goods must be wrapped/boxed appropriately (tiles/planks in original boxes), or they will not be accepted.
- If product is no longer required, then a restocking fee of 10% will apply plus freight charges both ways, at our discretion.
- Cut length goods under 8m cannot be returned if not now required.
- Goods over 1 month after delivery cannot be returned.

### Complaints

- All complaints must be registered upon notification.
- Complaints must be viewed by customer before we act.
- Get all details: retailer, product, colour, meterage, invoice, customer address, installation date and most important the nature of the complaint. As per the Complaint Form.
- Retailer must accompany sales representative when viewing complaint.
- Photos required at site visit and sample if possible.
- No decision to be made on site with complainant.
- All information including brief of visit to be sent and decision will be made as to what outcome in conjunction with sales representative/retailer/customer.