

## PLYMASTERS RETURNS POLICY

Plymasters can assist with product returns due to freight damage, product faults & change of mind. To request a return or contact us about a damaged delivery, please email us at [sales@plymasters.co.nz](mailto:sales@plymasters.co.nz) or call 0800 344112. Please provide your original **PO Number, SO Number or Invoice Number**.

### All Returns:

- Product/s are required to be returned within **30 days** of the order being received.
- We will provide a Return Label (RMA/Return Merchandise Authority) and return freight note once the return is ready for collection, please attach this to the pack before it is collected.

### Returns due to freight damage:

- Our freight providers require notification of any damage within **24 hours** so that a claim can be made. Please notify us immediately of any damage so we can lodge the claim, arrange a pick-up, and send replacements ASAP.
- We require photos of any damaged product before lodging a claim and sending replacements.

### Other returns (Where Plymasters and/or the freight provider is not responsible):

- A 20% re-stocking fee will apply.
- You will be invoiced for the cost of the freight for the return.
- If any product is returned damaged and/or with damaged packaging, we will be unable to process the full credit. A new Credit value will be established once the return is processed.

### To be eligible for a return, please ensure the product is in the same condition as it arrived to you.

- We will not accept returns of any product that has been cut and/or machined.
- We will let you know if any of the above conditions are not met and will work with you to find a solution. It may mean that your credit or refund may be declined.

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### If you received a product that is not up to expected quality:

- Please do not go ahead with installation and/or machining/cutting. - We ask that you notify us immediately by emailing us at [sales@plymasters.co.nz](mailto:sales@plymasters.co.nz) or call us on 0800 344 112.
- Please ensure that you provide us with your original PO number, SO number or Invoice number. - Please email photos of the issue to [sales@plymasters.co.nz](mailto:sales@plymasters.co.nz) to help assist us in providing a quick solution.

In many situations where a product has been damaged in transit or is not up to its expected quality, it can still be used by the client for the job. This may mean working around the damage and/or imperfections.

In these instances, we will be happy to work with you to establish a credit value that reflects the size of the issue and process this immediately.

**Return address:**  
45 Hinau Street  
Castlecliff  
Wanganui, 4501



### Head Office

281 Heads Road  
Castlecliff, Whanganui  
[sales@plymasters.co.nz](mailto:sales@plymasters.co.nz)

### Auckland Showroom

The Home Ideas Centre  
165 The Strand, Parnell

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## How to store your Plywood and Panels:

### Handling & Storage:

Plywood is a natural timber product that can be affected by changes in ambient weather conditions. This could cause previously flat sheets to bow. We take precautions to minimize this, however once the plywood has left our warehouse, we cannot guarantee sheets to remain flat unless fastened. This is particularly important where free standing kitchen/cabinet doors are concerned. All storage must be in a flat position with adequate face protection.

### Exposure to moisture and direct light:

Direct or indirect light will affect the appearance and the functionality of our plywood and panel products. A change in color and appearance due to these factors is a natural characteristic and is not a reason for return. The effect of excessive moisture and damp or humid conditions can change the appearance or structure of plywood or panels, this is also not a reason for return.

### Exterior Conditions:

Most plywood and panels excluding Plymasters Euro Grip deck and H3.2 Treated ply do not carry guarantees for NZ exterior weather conditions. If Marine ply is used in exterior situations, it is the client's responsibility to provide adequate surface and edge protection to ensure ultimate durability in an external environment.

## Return Packaging Requirements:



### Acceptable:

- 3 x bearers – Yes
- Coversheets top and bottom – Yes
- Adequate strapping – Yes
- Clear labels - Yes



### Unacceptable:

- 3 x bearers – No
- Coversheets top and bottom – No
- Adequate strapping – Loose straps
- Clear labels - No



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