

## Return and Refund Policy - SmartkitsAustralia

### **Please read carefully**

Dimensions- We work on OVERALL size. Often referred to as O/A on the plan. Our dimensions shown on plan are total O/A roof size – VERY IMPORTANT.

Please note that due to stocking and supply we may at our discretion change some fixings supplied in the kit. These will not affect structural integrity or engineering in any way, they're a substitute to our standard ones.

Please advise us if you have any doubts in a large flatbed truck fitting up to your house address and if there are any low-lying objects that may restrict the crane on the truck from unloading into your yard or driveway, such as power lines, trees etc. Note- Insulated patios will come in 2 deliveries – generally on the same day – but not always.

Once your deposit is paid and the order confirmed one of our experienced building and logistics managers will be ringing you to double check the order and the information you have provided. You will be contacted by the office once a delivery date has been confirmed. Please notify the office as soon as possible if this date does not suit.

Flyover Roof designs- All Roof Penetrations are designed to go into the house wall top plate. Refer to your plan diagram to show bracket elevation. There is no exception to this rule.

All items are custom made for your order once the deposit is paid, therefore orders once placed cannot be cancelled. We do not re-stock or re-supply items from your kit to other customers.

In the event of missing items from your kit, SmartKits Australia has a dedicated logistics management team who will work with you to get these items to site at the earliest. Please contact us and notify us prior to taking any further action. Unless agreed upon by our logistics team, we will not offer an refunds for items you may purchase.