

Our Returns Policy

If you are a trade customer, the terms and conditions of your Trade Account will apply.

Our full terms and conditions of sale are available on our website and on request. Please review prior to purchasing. You will need to provide the original invoice, and the value of any item/s would be credited back to your Trade Account.

We will accept returns and provide you with a replacement, repair, exchange, or refund when the product is faulty, not fit for purpose or does not match the description.

Subject to, and without limiting, your rights under the Australian Consumer Law, Tradelink will only accept the return of items or products on the terms set out below - provided that item/s are returned within 28 days and have not been used or installed, are in a re-saleable condition and in the original packaging:

1. Ordering the incorrect type/style/model of any item/s
2. Incorrectly selecting the goods for their suitability to applications
3. Incorrectly ordering the quantity of the goods

Exceptions: We cannot offer a credit or exchange on the following items:

- Custom made items or any products or items specifically cut to size or to specifications.
- Toilet seats if packaging has been opened – due to health reasons.
- Commercial quantities or special project orders.
- Where items have been damaged due to installation contrary to manufacturer's instructions.

Please note:

A supplier restocking fee of 20% of the item value may be applicable so please choose carefully. All Raymor, Oliveri and Johnson Suisse products do not incur any fees on returns.

Warranty:

Under the Australian Consumer Law, any manufacturing defects, or faults unrelated to installation, are covered under the manufacturer's warranty. All warranty details can be found online under Product Specification, or you can contact your nearest Tradelink branch to check any warranty details for items not listed online.

You are entitled to a replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage.

Tradelink will accept the return of defective or damaged items or products and arrange for repair or replacement in accordance with the manufacturer's conditions of warranty.

- a) If the defect amounts to a minor failure under the Australian Consumer Law, we will offer a repair or replacement.
- b) If the defect amounts to a major failure under the Australian Consumer Law, you can decide whether to accept a replacement or credit.

Note: If any items are left unattended on a property or building site, we cannot accept damage claims as we cannot determine how or when any damages may have occurred.

Delivery note:

If the item was delivered, any delivery fees paid are non-refundable.

For deliveries to a nominated building site, Tradelink is not liable on any basis for any loss or damage you may incur after delivery.