

Customer Returns & Cancellations



We understand that plans can sometimes change and there may be an instance you need to return your goods. All return queries will be reviewed and considered under the following criteria:

Request for return within 7 days from purchase date

If no costs are incurred by the store, a full return will be issued.

Request for return within 14 days from purchase date

Faulty Goods

If goods purchased are deemed faulty or not fit for purpose, an exchange, store credit or refund will be offered.

Special-order items

Unfortunately special-order items cannot be returned or refunded due to the nature of the goods being ordered and produced for your specific job. When ordering, 100% payment will be required so be sure in your selection and quantity as all sales are final.

Order Cancellation/ Excess goods

In this instance, stores are happy to assist if a copy of the original sales docket is presented. Items to be returned exceed 3 boxes, are unopen, in re-saleable condition of current batch, shade, stock. If the store has incurred costs, all goods will carry a 25% restocking fee and return freight charges may apply. Returns will only be accepted on stock standard boxed products. No returns will be accepted for Natural Stone or Concrete products. No returns will be accepted for *Natural Stone, Retaining Walls, Cladding, Concrete products or items sold as 'Clearance'.

Request for return of goods 15 days or more from purchase date

Goods delivered - only goods perceived faulty will be reviewed after 14 days with each being considered on their own merits.

Goods not delivered - in the instance goods have been packed and placed on hold and an order cancellation is requested, 'Order Cancellation/ Excess goods' terms above will apply.

*Natural stone and concrete products are subject to variations in colour, tone and shading and may differ from those on display.

For further clarity on Amber's Customer Returns process, speak to one our instore experts.



amber.TM
has the answer