

Shipping policy

Local Pickup

In-store pickup is available Monday to Friday 8am – 3pm. You will need to ensure you bring suitable packaging materials and strapping to safely transport your product. We will work with you to arrange contactless delivery.

Delivery

We offer a delivery service under the following terms & conditions

- Someone must be present to accept delivery of the order and sign proof of delivery. Goods will not be left at an unattended address, and a re-delivery charge may apply;
- The driver will only deliver to the front door/access point of the premises;
- Drivers do not carry goods inside or up stairs under any circumstances.

Your goods will be delivered using a van. Your delivery address must be accessible and have room for it to turn around. If your address is not accessible, you will need to pick up your goods from the factory. Some reasons that we may not be able to access your address are: street is too narrow or driveway is too steep. Please contact us for a delivery quote.

Packaging

Please note not all products will be delivered packaged. For example robe doors, shelving and frameless pool fence will not be packaged. Your homewares order will be packaged.

How long does it take to process and order

Please allow 1-2 business days for your homewares order to be processed for shipping. Please allow 7-14 business days for DIY shelving, robe doors, shower & frameless pool fencing to be processed (time will depend on whether materials are in stock). We make every effort to fulfill orders as quickly as possible.

Returns Policy

Our policy lasts 30 days, once this time is up we can't offer you a refund or exchange. To be eligible for a return, your item must be unused in the original packaging and in the same condition that you received it.

To complete your return, we require a receipt or proof of purchase. We are not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. E.g. Item has a problem that would have stopped someone from buying the item if they had known about it, item is unsafe, item is significantly different from the sample or description, doesn't do what we said it would, or what you asked for, and can't be easily fixed.