

# Ordering

## Can I get a refund?

We have a no refund policy on roof and wall panels or flashings and rainwater goods.

These items or any custom-made items are non-refundable.

If goods arrive damaged the delivery should be either refused or accepted. Either way, the damage should be logged with the driver, photo evidence must be taken.

If the evidence of damage or defective goods is provided and accepted, we will arrange to have replacement items sent.

This is on the condition the customer agrees to load the damaged items back onto the vehicle when replacement items arrive.

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