

Returns Policy

Returns will be accepted on the following basis:

All returns will be approved or rejected at Sydney Woodworker's discretion.

Where a photo of the product is available on our website, Sydney Woodworkers is not automatically obliged for accepting returns where there is a customer error or the customer changes their mind.

A request to return can be made to Sydney Woodworkers within 2 working days of receipt of the product. This may be done by direct email contact to sales@sydneywoodworkers.com.au.

Approved joinery returns will receive a 100% credit to spend on other purchases from Sydney Woodworkers, or a 90% credit where a cash refund is required to cover the cost of administration, handling and storage.

Approved hardware returns will receive a 100% credit to spend on other purchases from Sydney Woodworkers, or an 85% credit where a cash refund is required to cover the cost of administration, handling and storage.

Where Sydney Woodworkers is in error, a full credit of the cost of the item after its return by the customer, will be issued at no cost to the customer.

Customer used products are not returnable for credit - unless they are defective and therefore not usable for technical reasons (as determined by Sydney Woodworkers).

Sydney Woodworkers Door+Window Warehouse

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