

Ordering, Delivery and Returns.

Ordering

When placing an order, it is the purchaser's responsibility to ensure that all details conveyed in the order are correct & true. Stairman does not accept liability for products sent with errors made by the ordering party. Due to the custom nature of the products & services offered by Stairman, full payment must be received for all orders before mock-up artworks are generated & before any goods are dispatched.

Delivery and Handling Charges

Stairman delivers worldwide via Australia Post & Go Logistics. All delivery and handling charges are payable by the purchaser and are additional to the listed price for each product on this website. Should the delivery charges in anyway be unclear or not understood, you should contact us at sales@stairman.net with your query.

Estimated Delivery Time:

Orders are dispatched from our Stairman warehouse in New South Wales, Australia. Your products should be delivered to you within 1-4 weeks of receipt of order, payment & advise of correct information relating to the products required. Delivery time may also be affected by the size or complexity of your order, the delivery location & our current workload. An estimate for job completion & delivery can be requested before or after making an order. Stairman relies on Australia Post & Go Logistics for delivery and unfortunately delays may occur that are beyond our control. We are not liable for delays whatsoever.

Method of Delivery:

By default, all orders within Australia are sent via *Regular Post*, customers must advise if they require their products be; (A) insured (B) sent via *Registered Post* (C) sent via *Express Post* or otherwise. A revised quote for delivery will be issued if either A, B or C be nominated for delivery.

By default, all orders outside Australia are sent via *Economy Air Mail*, customers must advise if they require their products be; (A) insured (B) sent via *Registered Post* (C) sent via *Regular Air Mail* or otherwise. A revised quote for delivery will be issued if either A, B or C be nominated for delivery.

We recommend that orders be dispatched with insurance & postal registration. Pick-ups are available by prior arrangement only.

Policy for Returning Items:

Refunds and exchanges are not accepted due to the custom & personal nature of our products

Products are non-returnable unless there is a known manufacturing fault or defect.

Defective Items:

Defective products must be returned to Stairman within (14) fourteen days of the purchase date to be eligible for replacement, international customers will be granted an extension at the discretion of the Stairman management. Items will be replaced with the product originally purchased. For products that cannot be replaced due to unavailability, a full refund will be offered.

How to Return your product:

1. Contact Stairman at sales@stairman.net. A representative will evaluate your return request and record all the necessary product return information and issue you with a Return Authorisation Number (RAN). You will also be provided with address details of where to send your return. You should not send your item without an "RAN"
2. Send your item to the return address provided with your RAN clearly displayed on & inside the return packaging.
3. As soon as the return has been received, a replacement product will be forwarded.

Important:

- The return must be received by Stairman within (14) fourteen days of the RA Number being issued.
- Replacement products will only be forwarded after the faulty item has been received by Stairman.
- All returns must have an RAN Number.
- Products that are returned to Stairman without an RAN will be returned to sender.

If you feel that your return falls outside of our policy, please contact our customer representative at sales@stairman.net first to confirm if your return can be accepted.