

## TERMS & CONDITIONS

Please ensure that you read and understand the terms and conditions carefully prior to shopping with Pressed Tin Panels® in-store or online. Pressed Tin Panels® factory and head office is located in Bathurst, NSW Australia.

By placing an order on [www.pressedtinpanels.com](http://www.pressedtinpanels.com) you acknowledge that you have read and agreed to the Terms and Conditions. If you do not agree to the Terms and Conditions please be sure to contact us at [info@pressedtinpanels.com](mailto:info@pressedtinpanels.com) prior to placing your order.

Please note: distributors of Pressed Tin Panels® products are separate entities, therefore if you purchase through them you will need to adhere to their individual terms & conditions. Pressed Tin Panels® takes no responsibility of these orders, unless for faulty product.

### GENERAL

Most items in our range are manufactured in mill grade aluminium sheeting unless otherwise stated. All aluminium products (except for cornice mounting strips) are treated with a non-chromate etch treatment which prepares the surface for subsequent priming/painting or powder coating. This is recommended as surface scratches and metal colour variation may be present. Simply wipe over methylated spirits prior to priming & painting.

A metal etch primer is recommended for all galvanised products prior to painting or powder coating. All pricing of products and freight can change without notice but we will endeavour to notify you if this is the case.

All quantities are estimates only, based on dimensions supplied. All care, but no responsibility will be taken by Pressed Tin Panels®, for the total of panels ordered.

Please refer to the FAQ's page for more info: <https://pressedtinpanels.com/faq/>

### PRODUCT INFORMATION & SIZING

Please refer to the product pages for all product information including measurement guidelines. All measurements are approximate. If you are unsure of a product description please email [info@pressedtinpanels.com](mailto:info@pressedtinpanels.com) for further assistance or refer to the product page on the website [www.pressedtinpanels.com](http://www.pressedtinpanels.com)

A cutting service is available in some instances. Please contact for more information. All panels cut are within our tolerances of approximately 3mm.

View and download the: [Pressed Tin Panels® Warranty](#)

View and download the: [Pressed Tin Panels® Specifications Information](#)

The above can also be found on our FAQ's page on the website: <https://pressedtinpanels.com/faq/>

### FREE SAMPLES

Requesting a free sample will provide you with a package containing a Pressed Tin Panels® product brochure, requested samples (up to 3) and information on your local supplier, if applicable. The package is sent through Australia Post please allow up to 10 working days of receiving your confirmation email. Please note samples are not available at all times, for all panel patterns or products. In your intended project is for a wet or cooking area please specify this in the comments section or select a powder coated sample.

### PRICING

Pricing on [www.pressedtinpanels.com](http://www.pressedtinpanels.com) is in Australian dollars including GST (goods and sales tax) at the current rate of 10%. Prices are exclusive of shipping and delivery charges. Customers who reside outside of Australia will not be subject to GST charge, however they may be subject to additional duty charges when the item enters the destination country.

Minimum order quantities may apply at prices listed- orders less than three products may be subject to a small order charge of \$25. A quote/invoice of final charges will be sent to you prior to any payments being processed.

Pressed Tin Panels® does not have any control or influence on any customs duties or import tax charged when your order reaches its destination country. These additional charges will be the responsibility of the customer placing the order.

### AVAILABILITY OF GOODS

All goods are subject to availability. We endeavour to make all goods purchased available for delivery at the time of purchase. If the item/s you order are unavailable or require a lead time we will notify you as soon as possible. A refund on any goods not available will be offered to you or a suitable replacement arranged.

### PAYMENTS

An invoice for the total amount (goods plus freight) will be forwarded to you for payment. Goods will not be released until full payment is received. Once payment is received an order confirmation will be sent to you at the email address provided.

We accept regular bank transfer payments and instant OSKO payment (if your financial institution has it set up). Please reference your order number and name as payment reference to ensure quick processing.

Credit card payments are also accepted however incur a 1% surcharge of the total order. Orders over

\$1000 being paid by credit card require a security form to be completed prior to payment process.

### **PACKING**

All orders received prior to 2pm AEST will be processed and dispatched within 48 hours. Any orders placed over the weekend or on Australian public holidays will be processed the following business day. If orders are added to once payment is received and packed, a re-packing fee of \$35 will apply.

### **PACKAGING**

Packaging is charged at below cost. Each order is packed securely to required specifications. Please contact us for the type & size of packaging

### **FREIGHTING**

Rates for freighting are calculated using the estimated weight and size of the item – they are calculated for each individual order to ensure exact/correct pricing therefore quotes are valid for 7 days only. You will be notified of the freight price prior to proceeding with your order. We use Fastway Couriers, TNT Couriers & Australia Post.

### **DELIVERY**

All orders are delivered to your door provided you are within the town limits. All orders not delivered to the door are of the discretion of the freight provider.

These services require that you sign for delivery upon receipt unless delivery instructions are supplied. We are unable to deliver to PO BOX addresses.

An estimated delivery date will be emailed to you via Pressed Tin Panels® or delivery provider.

### **SIGNING FOR DELIVERIES**

Pressed Tin Panels® advises that you use a secure delivery address as Pressed Tin Panels® is unable to take responsibility for stolen parcels. Please inspect the package prior to signing for it. If there are any signs of damage you have the right to refuse the delivery or accept and sign the consignment note as 'damaged' – please then phone Pressed Tin Panels® (+612 6332 1738) within 24hrs and email photo evidence of damages to: [sales@pressedtinpanels.com](mailto:sales@pressedtinpanels.com)

Orders must be opened within 24hrs of receipt of goods being signed for and notification sent to Pressed Tin Panels® if there is any internal damage or discrepancies.

### **ORDER TRACKING**

An order tracking number along with shipping details will be emailed to the address you have provided once your goods have left Pressed Tin Panels®. You will be provided with details on how you can track your shipment via email.

### **ACCURACY OF CONTENT**

Pressed Tin Panels® takes great care in ensuring that the product description and specifications are correct at the time of ordering. Due to differing browser software or computer systems used by customers there may be slight variation in colour representation.

If returns are required or an error has been made in packaging we will ensure to replace the goods at the cost of Pressed Tin Panels®

### **CARE OF YOUR GOODS**

Pressed Tin Panels® takes great pride in the selection of fabrications used and the manufacturing of all products. Please take note of all instructions found on our website or as supplied. If you are unsure of how to install and care for a product purchased please contact us at [info@pressedtinpanels.com](mailto:info@pressedtinpanels.com) and we will be more than happy to provide you with some guidelines.

### **EXCHANGES/REFUNDS FOR FAULTY GOODS**

Pressed Tin Panels® prides itself on the finest product and quality control. If you feel there is an issue with an item you've received or believe an item to be faulty, please call +612 63321738 or email [info@pressedtinpanels.com](mailto:info@pressedtinpanels.com) to discuss required steps for assessment.

If we believe there is need for it's return and inspection we will give you a Return Authorization. The return freighting costs are the responsibility of the customer unless otherwise authorised. Upon return any item deemed to be faulty will be replaced by Pressed Tin Panels® including any shipping cost incurred for the replacement and return of faulty goods. All items returned to Pressed Tin Panels® must be returned with all labels attached and in the original packaging. If your order is received without this attached or the packaging has become damaged please notify Pressed Tin Panels® via email [info@pressedtinpanels.com](mailto:info@pressedtinpanels.com) on the same day as receiving your goods.

If a replacement is unavailable a refund will be issued for the value of the item at time of placing your order including any shipping cost incurred. Pressed Tin Panels® will also refund any shipping costs incurred by you for returns. Please provide the receipt for shipping costs with the returned faulty goods. Depending on form of initial payment refunds may take up to 10 business days to process.

Any unauthorised returns to Pressed Tin Panels® will be assessed and any items deemed to be subject to fair wear and tear will not be accepted as being faulty.