

Bankston

Credit Returns Policy - United States

Please note: The below is Bankston's (Bankston, we, our, us) return policy for use by its Approved Trade Customers.

All products must be returned to their place of purchase (*Approved Trade Customer*) and our Approved Trade Customers are to facilitate all return requests, both warranty claim or change of mind.

1. Door Furniture Extended Warranty Claims

To initiate a warranty claim, please complete the Faulty Item / Replacement Form, available on our website.

The completed form must include the following details:

1.1. Approved Trade Customer Information:

- Include relevant details to identify the Approved Trade Customer.

1.2. Proof of Purchase:

- Provide the Bankston invoice number as proof of purchase.

1.3. Product Information:

- Product Code: Specify the Bankston code for the product in question.
- Quantity: Indicate the quantity of faulty items.

1.4. Fault Description:

- Provide the type of fault identified along with a detailed description of the fault identified in the product.

1.5. Visual Proof:

- Submit visual proof of the manufacturing fault through clear photos or videos of the good(s). Photos and videos can be uploaded when submitting the Faulty Item / Replacement Form.

1.6. Timeline for Bankston response

- Upon receipt of a Faulty Item / Replacement Form, a Bankston Customer Service representative will review the claim and contact the claimant within 1-2 full business days in Adelaide, South Australia.

1.7. Disposal or Return of Product

- If a warranty claim is approved by Bankston, we will communicate whether the product(s) are to be returned to Bankston or disposed of.
- If it is deemed necessary by Bankston for the products to be returned, a Return Authorization Number will be issued. Bankston will also arrange and cover the costs associated with the return of the product(s) to Bankston by providing a prepaid return satchel.
- If it is deemed that the product(s) can be disposed of, Bankston will provide written approval.
- We encourage the recycling of any faulty products not required for assessment by Bankston through a reputable metal recycler in your area. If you require assistance locating a metal recycler convenient e Resources page on our website.

2. Change of Mind Returns Policy

We offer a generous, hassle-free return policy for a full refund of the cost of Bankston product(s), excluding shipping, handling and other charges where applicable, in cases of change of mind. This guarantee is subject to the following conditions:

2.1. Timeline for Returns:

- The goods being returned must have been purchased within 90 days of the request for credit.

- The goods must be returned to us for assessment within 14 days of receiving a Return Authorization Number from us.

- A credit will not be issued until the goods have been inspected and the return approved by Bankston.

2.2. Condition of Returned Goods:

- The returned goods must be in "as new" condition and in original, undamaged packaging.
- Goods will not be accepted for return if they have been previously fitted, have missing screws or are not in saleable condition for any reason.

2.3. Return Authorization:

- Approved Trade Customers are required to complete a Change of Mind Return Form, available on our website. We will review each return request and, if the return request is approved, issue a Return Authorization Number.
- A Return Authorization Number must be issued before returning any goods to us. We will not accept any returns without a valid Return Authorization Number. Any goods received without a valid Return Authorization Number will be returned to you, at your cost.

- The Return Authorization Number must be documented either on or in the return package.

- The issue of a Return Authorization Number and acceptance of returned goods by our staff does not constitute acceptance of a claim for return by us.

2.4. Return Costs

- Goods are to be returned to us at your expense and using a carrier of your choosing.

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2.5. Return Address

- All returns are to be sent to the following address:

Southern Design Group –
Goods Inwards
Attention: Credit Team
14-16 Stepney Street
STEPNEY SA 5069
AUSTRALIA

2.6. Inspection and Acceptance of Return

- Upon receiving the returned goods, we will conduct a thorough inspection.
- If your return claim is accepted, we will issue you a credit or refund accordingly.
- If, for any reason, your claim is not accepted, we will communicate this decision to you promptly, providing the reasons for rejection.

3. Short or Incorrect Supply of Product

- Any claim in respect of short or incorrect supply of product(s) which is a result of a Bankston error should be reported as soon as possible after receiving the goods. Please contact our Customer Service team directly by email at info@bankston.com or through the Contact Us page on our website for assistance in these circumstances.
- Claims will be assessed at our discretion. If it is determined that a claim is valid, we will make all reasonable efforts to rectify the issue. This may include providing a credit for items not received or sending correct goods freight free.

4. Incorrectly Placed Order

- If the order placed was incorrect, please refer to and follow the Change of Mind Returns Policy procedure outlined at item 2 above.

5. Return/Resupply of Goods Supplied in Error

5.1. Return Process:

- Goods supplied in error must be returned to us for credit. If the error is attributed to Bankston, we will make arrangements for the products to be returned to us.

5.2. Credit and Resupply:

- Upon the return of incorrectly supplied goods to us, you will receive a credit. Simultaneously, the correct goods will be invoiced and dispatched.

5.3. Value Assessment:

- If the value of the incorrect goods is deemed lower than the cost of recovery, replacement goods may be dispatched without charge at Bankston's discretion. Approval for the disposal or destruction of the incorrect goods will be provided.

5.4. Immediate Replacement:

- If immediate replacement of the goods is required, these replacement goods may be invoiced to the Approved Trade Customer. In the event that the error lies with Bankston, arrangements will be made for the return of the incorrectly supplied products and you will be issued a credit to your account upon receipt of the goods.

6. Further information

- For any inquiries or assistance regarding our returns policy, please contact our sales team at info@bankston.com, through the Contact Us page of our website or your local sales representative.

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