



Privacy, Return and Refund Policy and general sale terms and conditions

Remastone attempts to ensure that the information contained in this web site (remastone.com.au) is accurate and reliable, however, Remastone assumes no responsibility for any errors appearing in the information. Further, all prices quoted on this website is indicative of prices on Remastone's website only. All transactions are processed in Australian Dollars (AUD). Persons intending to act on any information contained in this website should first check with Remastone to ascertain whether any later information is available in respect of the relevant items. If you are going to rely on this information, it is highly recommended that you verify your results by contacting Remastone (08) 9494 2007, email sales@remastone.com.au. Remastone will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of or reliance on information obtained from this website. It is provided in good faith without express or implied warranty.

Please choose carefully as Remastone does not give refunds if you simply change your mind or make the wrong selection. Exchanges and refunds can be given where goods are faulty, wrongly described, different from a sample shown to you or don't do what they are supposed to.

- All claims must be made within 3 days of delivery and before the goods are handled and/or used. Claims must be made before products are installed, Remastone will not refund labor cost to remove and relay.
- In order to obtain a refund or exchange for a product purchased from Remastone, you must have clear proof of purchase.
- If we cannot be satisfied that you purchased the product from us then, under the law, we are entitled to elect whether or not to accept your product for return or exchange.
- Where the manufacturer's assessment finds that there is no fault with the goods, or that the goods have been damaged due to misuse or abnormal use of the goods by a third party not associated with Remastone, we will have the right to refuse the claim for a refund or exchange.
- Unfortunately, Remastone cannot offer a refund or exchange where the product has sustained damage due to abnormal use, wrong application or if the cause is the result of other products applied to it.
- Unfortunately, Remastone will not offer a refund or exchange where the product has a colour variation to that of the website image or a sample taken. While every care is taken to keep our colours uniform, due to the natural raw materials used, colour variation occur from batch to batch and is unavoidable.
- Some chipping and breakage may occur during transportation. This should not exceed 5% of the total project and should be used for cutting.
- The manufacturer will assess the products and determine whether the fault is a minor or a major one:
- If the fault is minor and can be repaired within a reasonable time, the consumer cannot reject the goods and demand a refund. Remastone will offer to fix the problem after an inspection by a representative. We may choose one of the following options:
 - Provide a refund;
 - Replace the goods;
 - Repair the goods;
 - Or come to other arrangement that is suitable to both the company and client.
- If the client feels that the fault is major, the client will need to notify Remastone of the situation as soon as practical and before the goods have been handled or used. Remastone will inspect the goods and determine if they are substantially unfit for their normal purpose and cannot easily be fixed within a reasonable time frame and will work with the client to rectify the situation by offering an exchange or a refund.
- **No refunds or Exchanges will be given if:**
 - **The goods have been thrown away, destroyed, lost or damaged through no fault of the supplier, after delivery to the client;**
 - **The goods have been attached to other property and cannot be removed without damage;**
 - **The goods have been installed incorrectly by a third party;**
 - **Too much time has passed.**
- When a refund is granted, we will refund the original purchase price of the products only via the same method of payment indicated on the receipt. If you are granted an exchange for another product, you will be offered the new product at its recommended retail price and in some cases the difference in price will have to be paid by the customer.

- In certain circumstances, Remastone may at its own discretion refund the client for certain reasons other than the goods being faulty or not suitable. It's entirely up to Remastone to offer this solution and charges will apply for delivery costs involved and a handling fee of \$100.
- Remastone warrants that products sold under this Warranty are, at the time of sale, free from defects in material and manufacture and that it conforms to Remastone standard specifications.
- Remastone warrants all its products for a period of 12 months from the date of purchase if the product was professionally installed, used for its intended purpose, and maintained.
- Deterioration of the product caused by improper installation method or by the application of chemicals such as sealants, acids, salt solutions and other external elements, abuse, accidents, lack of maintenance, abnormal use or misuse, negligence, application of corrosives or other chemicals to the Products, burning, colour change, fading, weathering or damage due to exposure to the sun, damage from sand, pebbles or other abrasives or other unintended uses; is expressly excluded from any warranty given by the Supplier if any.
- Excessive subsurface moisture penetration or emissions from concrete, leaking pipes/taps is excluded from any warranty given by the supplier if any.
- This Warranty extends to the buyer and to the owner of the first structure in which the products is installed during the Warranty Period and is not transferable.

General and Delivery Terms and Conditions:

In these Terms and Conditions "we" and "us" Remacity Pty Ltd trading as Remastone and "you" means you the customer. These Terms and Conditions together with your Order constitute the entire Contract between us and you for the supply of Products. The Contract cannot be varied unless we agree to vary it in writing or by email;

Placing your order:

- We sell and ship Products only within the state of Western Australia. We will not make deliveries outside of the State of Western Australia unless you the customer contact us for the terms and conditions relating to the other States of Australia
- By placing your order, you are making an offer to us to purchase the products you have selected based on these terms and conditions
- Once we receive your order, we will notify you that your order is being processed by sending you an order confirmation and a tax invoice after internal validation procedures carried by us.
- Remastone and its affiliates reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion.
- If we cannot process or fulfil your order for one reason or another, we will contact you by email or phone to notify you .

Pricing and Paying for your order:

- All prices are in **Australian Dollars and are GST Inclusive**
- For payment, we currently only accept, Visa and MasterCard. (Direct debit)
- Payment processing will not begin until we receive all the information we need.
- Orders placed on a weekend or a Public holiday will not begin payment processing until the next business day.
- Business days are Monday through Friday excluding public holidays and another closing time advertised on our website.
- We reserve the right to change prices for Products displayed at our E-commerce at any time before you place an Order and without any notification.
- We reserve the right to decline transactions subject to technical error.
- Unit price of products shown excludes shipping costs.
- Shipping costs and Handling fees are shown separately

Delivering your order

- Deliveries will take place between the hours of 7am and 6pm Monday to Friday excluding Public Holidays.
- We will endeavour to deliver the goods within five working days unless product is not in stock, in which case we will try to contact you to arrange a delivery date. These shipping times may change due to circumstances beyond our control.
- Goods will be delivered to address indicated on your purchase order.
- Our delivery stops at the front verge of the address indicated on your purchase order
- Safe access to the verge and enough clear room must be available to the delivery driver, in most cases we use semitrailers with a tractor forklift to deliver the goods.
- If the driver deems the area not safe, your delivery will not be completed, and delivery charges will still be applied.

If you have any special delivery instructions or wish to have a delivery outside of the Perth Metro area please call our team immediately on 08 94942007

Privacy Policy

This following document sets forth the Privacy Policy for Remacity Pty Ltd trading as Remastone

Remastone is committed to providing you with the best possible customer service experience. *Remastone* is bound by the Privacy Act 2009, which sets out a number of principles concerning the privacy of individuals.

Collection of your personal information

There are many aspects of the site which can be viewed without providing personal information, however, for access to future *Remastone* customer support features you are required to submit personally identifiable information. This may include but not limited to a unique username and password, or provide sensitive information in the recovery of your lost password.

Sharing of your personal information

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the service. *Remastone* takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Use of your personal information

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

Changes to this Privacy Policy

Remastone reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the Site.

Accessing Your Personal Information

Under the Privacy Act you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

Direct Marketing

We may use your email address or mobile phone number to send our regular communications which provide information, updates on new services, products and special offers.

It is our policy to only email or SMS customers who give us permission to do so. If we send you an email for a commercial purpose, we will give you the option of not receiving further communications of this nature.

If you are a customer or a potential customer, from time to time we may contact you with information about products and services offered by National Tiles and our business partners, which we think may be of interest to you. When we contact you it may be by mail, telephone, email, SMS or social media. We will generally give you the opportunity to express a wish, not to receive direct marketing communications. Your consent to receive direct marketing communications in the above ways will be deemed to have been given if you do not opt out of receiving direct marketing communications from us, and will remain current for an indefinite period of time unless and until you advise us otherwise. You can opt-out of receiving direct marketing at any time.

Contacting us

Remastone welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Call: *(08) 94942007*

Post: Attn: Privacy Policy,
Remastone
PO Box 1588
Bibra Lake WA , 6965
AUSTRALIA

E-mail: *sales@remastone.com.au*