

Dear Customer,

Thank you for placing your order with Metalflex.

We will make every endeavor to have your goods available by your nominated date, and will contact you as soon as we can to organise delivery or pick up.

We want you to have a great experience when dealing with us and ask that you take a few minutes to read the following.

1. At the time you place your order we need to take a minimum 20% deposit.
For custom made goods and orders under \$100, full payment is required.
2. Any goods that are custom made or custom cut are non-returnable, as our suppliers will not take them back. So, please choose carefully.
3. When your order is ready, we will contact you to organise pick-up, or if required, delivery.
4. A delivery fee will need to be charged for each and every delivery.
A standard delivery fee covers a single person to ground floor only.
If you have additional requirements please let us know so that we can make suitable arrangements.
5. When requesting a delivery, please give us at least 24 hours' notice so that we can schedule your delivery and have your goods onsite when you need them.
6. Full payment for goods is required, prior to the delivery occurring.
7. We have a number of payment methods available.
You can choose from Cash, Eftpos, Mastercard, Visa or Amex.
Please note that payment by Amex will incur a surcharge.
8. Once an order has been placed and we have received the goods, a manufacturer's handling charge may be applicable if changes are made to the order. So, please choose carefully.
9. We will happily consider taking back goods that are not required and giving you a refund.
Please note, that goods being returned will need to be in a saleable condition, packed in The original packaging,
10. Storage fees may be incurred for goods not delivered within 30 days of the date you have nominated for delivery or the date of availability, whichever is later.

If at any time you wish to discuss this order or have any queries, please do not hesitate to contact the sales person listed on your Customer Order.