



# Returns, Restocking and Refunds Policy

BrisCrete Direct | Version 1.0 | Effective date: 11 June 2026

**Policy position:** This policy is designed to be fair to customers while protecting BrisCrete Direct from avoidable courier, handling and supplier restocking costs. It does not limit any rights a customer may have under Australian Consumer Law.

## 1. Australian Consumer Law

Nothing in this policy limits any rights or remedies that may apply under Australian Consumer Law. Where a product is faulty, damaged, unsafe, incorrectly supplied, or does not match the description, BrisCrete Direct will work with the customer to provide an appropriate remedy.

Depending on the circumstances, this may include a replacement, refund, credit, repair or other reasonable solution. Where a product is confirmed as faulty or incorrectly supplied, BrisCrete Direct will not apply restocking or processing fees that would restrict the customer's legal rights.

## 2. Damaged, Faulty or Incorrect Items

Customers should check all items as soon as they arrive on site. If an item arrives damaged, faulty, short supplied or incorrect, the customer should notify BrisCrete Direct as soon as possible so the issue can be assessed quickly.

To help resolve the issue, BrisCrete Direct may request photos, order details, delivery information and a brief description of the problem. If required, the customer must allow BrisCrete Direct, the supplier or the courier to inspect the goods.

Where BrisCrete Direct, the supplier or courier is responsible for the issue, BrisCrete Direct will arrange a suitable resolution.

## 3. Change-of-Mind Returns

Change-of-mind returns are not automatically accepted and will be reviewed case by case. In many cases, small-quantity or low-value orders will not be practical to return because courier and restocking costs can outweigh the product value.

Where BrisCrete Direct agrees to consider a change-of-mind return, the item must generally be:

- unused and unopened
- undamaged and unmodified
- in original packaging
- in resaleable condition
- a standard stock item that the supplier will accept back

BrisCrete Direct may decline a return if the item cannot reasonably be resold, returned to the supplier, or collected without disproportionate freight or handling cost.

## 4. Items Generally Not Accepted for Change-of-Mind Return

Unless faulty, damaged or incorrectly supplied, the following items are generally not accepted for change-of-mind return:

- special-order, sourced-to-order or non-standard items
- urgent-delivery items already collected, dispatched or delivered
- precast items ordered for a specific site, size or requirement
- opened chemicals, sealants, grouts, repair products or consumables
- items that have been installed, used, exposed to weather, damaged, marked, cut, altered or contaminated
- small-quantity orders where collection, return freight or restocking is not commercially practical

## 5. Return Freight, Restocking and Handling Costs

Where a change-of-mind return is approved, the customer may be responsible for return courier costs, supplier restocking fees and any reasonable handling or collection costs. These costs may be deducted from any refund or credit.

Where the issue is a faulty, damaged or incorrectly supplied product and BrisCrete Direct is required to provide a remedy under Australian Consumer Law, no restocking fee will be applied in a way that reduces the customer's legal rights.

## 6. Refunds, Credits and Replacements

Approved refunds, credits or replacements will be processed once BrisCrete Direct or the supplier has assessed the item and confirmed the return outcome.

Refunds will generally be made back to the original payment method where practical. Credits may be offered where agreed by the customer and BrisCrete Direct.

## 7. Order Cancellations

If a customer needs to cancel an order, they should contact BrisCrete Direct immediately. Cancellation may not be available once goods have been ordered from the supplier, picked, collected, dispatched, booked with a courier or delivered to site.

Where cancellation is accepted after costs have already been incurred, BrisCrete Direct may deduct reasonable supplier, courier, restocking or handling costs from any refund or credit, except where prohibited by law.

## 8. Customer Responsibility

Customers are responsible for checking product codes, quantities, dimensions, specifications, suitability, site requirements and delivery details before placing an order.

BrisCrete Direct can provide practical product and sourcing support where possible, but customers remain responsible for confirming that products are suitable for their intended site use, engineering requirements, authority requirements or project specifications.

## 9. How to Request a Return

To request a return, refund, credit or replacement, contact BrisCrete Direct with the following information:

- order number or invoice reference
- product name, code and quantity
- reason for the return request
- photos if the item is damaged, faulty, incorrect or short supplied
- delivery address and site contact details
- preferred resolution, if applicable

BrisCrete Direct will review the request and confirm the next steps.

### Contact BrisCrete Direct

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