

Storetech Returns Policy

- Any item being returned must have been supplied within 3 months of the original invoice.
- All items need to be in their original packaging* and undamaged, this includes the packaging not getting get wet/damp at any stage.
***Please note - for glass panel returns – as soon as the box is opened the panel is deemed used and cannot be returned for credit.**
- Any items that are custom made or have been cut to length, this includes Sector Fencing, custom glass panels, sheds, gates, and any items that have been powder coated cannot be returned.
- The customer is required to organise and cover the cost of return freight.
- A 20% restocking fee does apply, providing the items meet the above requirements.
- Any items outside these criteria will be rejected or a larger restocking fee will apply.
- We would raise a “Returns Authorisation” in our system, and this will be emailed to you, so you can check the materials and value being crediting are all in order, prior to returning.

This document would need to be printed off and attached to the goods being returned.

Please return goods to (along with RA document):
Storetech Industries Ltd
2 Waitane Place,
Onekawa,
Napier 4110

Once the items have been received back to Storetech and checked to be in re-saleable condition, a credit will be done. If there are any issues with the goods, you will be notified immediately.