

## COMPANY POLICYS

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### 1. Collection of Personal Information

In order for Deziner Panels Aust Pty Ltd to serve our customers, we may request personal details such as your name, address, telephone number or e-mail address. If you prefer to withhold your personal information, we may not be able to provide you with our services such as delivery of goods purchased.

### 2. Use of Personal Information

The personal information that Deziner Panels Aust Pty Ltd will collect from our customers is generally used for the purpose of servicing you. We do not use your personal information for any purpose other than provide our customers with information from time to time (email newsletters)

If you do not wish to be contacted in relation to such services, please contact us. Under no circumstances do we provide or sell your personal information to third parties.

### 3. Storage of Personal Information

Deziner Panels Aust Pty Ltd takes all measures to ensure your personal information is protected from unauthorised use, misplaced, disclosure or alteration. Your personal information is stored in secure databases. Deziner Panels Aust Pty Ltd take a number of appropriate security procedures to protect this information. We discard your personal information when it is no longer required.

### 4. Personal Information Access

Deziner Panels Aust Pty Ltd take all reasonable steps to ensure that your personal information is correct. Our customers will have access to any personal information we keep of them. Our customers are able to contact us at any time if they feel the information we have about them is inaccurate, incomplete or out of date.

We will require some proof of identity. We do this to protect the confidentiality of your personal information.

### 5. Delivery of Products

Deziner Panels Aust Pty Ltd may use different courier companies from time to time. This is to ensure that we provide the most competitive logistics prices to our customers when delivering your orders.

Most orders delivered to Australian state metro area's will take 3 to 5 business days to reach our customers, in some instances this time frame may be longer due to public holidays, peak periods etc. Locations outside of Australian metro areas can sometime take up to 10 business days to be delivered depending on the location.

Rest assured Deziner Panels Aust Pty Ltd does everything to make sure their customers received a prompt delivery when ordering our products, if at any time we are unable to meet our time frames one of our team will contact you immediately.

### 6. Return Policy

Deziner Panels Aust Pty Ltd will refund money to its customers if:

#### Unhappy with the Product:

- The customer is unhappy with the product. As long as the goods have not been changed, altered, damaged, used or mistreated etc. The product must be returned to Deziner Panels Aust Pty Ltd in the same condition as they were sent out from our factory.
- The customer will be responsible for the cost of delivering the goods back to the Deziner Panels factory, details of address will be given to the customer if and when this occurs.
- Once the goods have been inspected at the factory by Deziner Panels Aust Pty Ltd and deemed fit for restocking, the customer will be refunded the amount they paid minus a 15% restocking fee.

#### Damaged product:

- The customer is entitled to a replacement of goods that have been damaged in transport as long as there is sufficient evidence to present to the logistics insurance company.
- Deziner Panels Aust Pty Ltd will require all images, documents and any other relevant proof of the damage to process a claim on their customer's behalf.
- The insurer may reject the claim if there is insufficient evidence or they deem the claim false.
- Deziner Panels Aust Pty Ltd uses a third party logistics company to deliver the good to their customers, the logistics company holds the insurance policy for the delivery process.
- If the product has a fault or imperfection which has been confirmed in writing by Deziner Panels Aust Pty Ltd, we will make all necessary efforts to ensure the goods are replaced in a reasonable time frame. In the event that the goods are not available to replace the faulty product a credit or refund will be offered to the customer or another option agreed upon by both parties.