

Returns & Refund Policy – A Grade Stone

Registered Company: SONA Endeavor Pty Ltd

Trading As: A Grade Stone

ABN: 80 658 916 155

Address: 23–27 Rodeo Drive, Dandenong South, VIC 3175

Email: info@agradestone.com.au

Phone: 03 8753 5546

Website: www.agradestone.com.au

1. Overview

At A Grade Stone, we proudly supply premium natural stone, porcelain slabs, and tiles to clients across Melbourne and regional Victoria. Our Returns & Refund Policy is aligned with the Australian Consumer Law (ACL) to ensure your rights are protected and our responsibilities are clearly outlined.

2. Natural Variation Disclosure

All natural stones—such as marble, granite, dolomite, travertine, quartzite, and onyx—are products of nature and inherently unique.

Common natural variations include:

- Colour shifts and veining differences
- Inclusions and mineral lines
- Texture and surface tone variation

These are not considered defects and do not qualify for refunds or exchanges.

We recommend customers inspect materials in person or request video/photo documentation before fabrication or installation.

3. Non-Returnable Products (Strictly Enforced)

For quality assurance and product integrity, the following items are strictly non-returnable and non-refundable:

- Sale items and clearance stock
- Custom-cut or fabricated stone
- Special orders, indent stock, or overseas imports
- Any product that has been cut, installed, sealed, altered, or damaged

Important: All sale, clearance, or discounted items are sold as final. No returns, refunds, or exchanges will be accepted for these.

4. Refund Policy for Natural Stone

Refunds or exchanges for natural stone may be considered if:

- The item is faulty or unfit for its intended purpose
- The product received does not match what was ordered
- The issue is reported within 48 hours of delivery or collection
- The stone is uncut, unaltered, and in its original state

Approved returns are subject to:

- A 20% restocking fee
- Return shipping at the customer's expense

No refund or claim will be accepted once the stone has been fabricated, altered, or installed.

5. Refund Policy for Porcelain Slabs and Tiles

Porcelain products are only eligible for refund or exchange if:

- The item arrives damaged, mislabelled, or defective
- The issue is reported within 48 hours
- The product is uncut and not installed

Factory variations in batch tone, edge tolerance, or surface finish are not classified as defects unless the product is unusable.

6. Ineligible for Return or Refund

We do not accept returns for:

- Change of mind
- Incorrect measurements
- Items handled by third parties after leaving our premises
- Products exposed to adhesives, sealants, or modification
- Products installed incorrectly by external trades

7. Damage Claims & Inspection

All deliveries and pick-ups must be thoroughly inspected upon receipt. If you receive damaged, incorrect, or defective goods:

1. Email us at info@agradestone.com.au within 48 hours
2. Include your invoice or order number, along with clear photographs of the issue
3. Our team will assess your claim based on Australian Consumer Law

If approved, we may offer:

- A replacement of the same or similar product

- A full or partial refund
- A credit towards a future order

We do not accept claims after fabrication, modification, or installation.

8. Refund Process

- Approved refunds will be returned to the original payment method
- Processing time: 5–10 business days
- No cash refunds will be issued

9. Your Consumer Rights

This Returns & Refund Policy adheres to your rights under the Australian Consumer Law, which guarantees:

- Repair, refund, or replacement for major faults
- Product functionality and fit-for-purpose protection
- Recourse in the event of misleading or misrepresented goods

Read more at:

 www.accc.gov.au/consumers/consumer-rights-guarantees

10. Contact Us

For return or damage claims, contact:

A Grade Stone – Returns Department

23–27 Rodeo Drive, Dandenong South VIC 3175

info@agradestone.com.au

www.agradestone.com.au

03 8753 5546