



RETURNS POLICY

Alstonville Tiles & Floorcoverings does not accept returns for change of mind, or for spare or left-over product.

Returns will only be considered for incorrect supply, and for damaged or faulty products. In which case all claims must be made within two (2) business days of the delivery date, otherwise they will not be considered.

We commence orders immediately upon order confirmation. Please choose carefully, as refunds or exchanges will not be given once an order has been placed.

To assist customers in the decision-making process, we encourage customers to utilize our sampling service, or to visit our physical store, so they know exactly what they are getting prior to placing an order.

If you are left with any spare or unwanted products, we suggest that you list them for sale on free sites such as Gumtree or Facebook Market Place.