

Terms & Conditions for S and M Metals

1- Privacy Policy

All confidential information that is required from the purchaser:

Full Name / Email / Phone Number /Address

This information is collected for the purposes of providing and delivering the order.

We do not share this information with any third parties.

All Credit card transactions are processed securely via Eway who holds a PCI compliance license.

2- Payment Policy

All payments are collected before the order is completed.

Payment is due when ordered in full.

All orders are completed within 7 to 10 working days.

After payment is made you will receive an email confirmation.

3- Refund/Dispute/Complain Handling Policy

If an order is cancelled, we will refund the customer provided no materials were ordered and no labour was put into the order.

If the customer is not satisfied with the product, we will replace the order.

Full refunds will be offered for services with major faults/defects as per Australian consumer Law.

Any questions regarding refunds please contact us threw phone or email.