



Timber Nest Pty Ltd

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TN Timber Return Policy

At TN Timber, we want you to be confident in your purchase. Our flooring products are carefully sourced from reputable Australian suppliers, and we take pride in ensuring product quality and authenticity.

This Return Policy outlines your rights and obligations regarding returns, cancellations, and warranty claims for flooring materials purchased through TN Timber.

Please read this policy carefully before placing your order. By purchasing from TN Timber, you agree to the terms below, in addition to your rights under the Australian Consumer Law.

Change of Mind Returns

As flooring products are custom-ordered and shipped directly from our suppliers or picked up by the customer, change-of-mind returns are generally not accepted once an order has been confirmed.

However, we may be able to assist if the supplier allows product return, in which case:

A restocking fee (typically 5% - 20%) may apply, and

The product must be unopened, in its original packaging, and in resaleable condition, and

Return freight or transport fees are at the customer's expense.

Please contact us before returning any product, as unauthorised returns cannot be accepted.

Damaged or Defective Products

All products are inspected before dispatch. If you believe your flooring is defective or damaged:

Notify TN Timber within 7 days of receiving the goods.

Provide photos, proof of purchase, and a detailed description of the issue.

We will liaise with the relevant supplier to assess the claim under their manufacturer's warranty or the Australian Consumer Law.

If the defect is confirmed, remedies may include:

Replacement of affected materials, or

A refund for the defective portion of the order, in accordance with supplier and manufacturer policies.

Please note: warranty and defect claims do not cover normal wear and tear, improper installation, or environmental damage (e.g., moisture, heat, or sunlight exposure).

Order Cancellation

Orders may only be cancelled before supplier confirmation. Once materials have been dispatched or prepared for pickup, cancellations may incur supplier restocking or handling fees.

Returns Process

To initiate a return or claim:

Email info@tntimber.com.au

with your order number, proof of purchase, and photos of the product.

We will confirm the next steps, including whether inspection, return, or replacement applies.

Approved returns must be clearly labelled and securely packaged to prevent transport damage.

For further information, please visit <https://tntimber.com.au/>.