



21 Nealdon Drive MEADOWBROOK QLD 4131

Postal Address: PO Box 21 Waterford QLD 4133

• *Phone: 3826 0500 • Fax: 3805 1572*

• *Email: [sales@loganglass.com.au](mailto:sales@loganglass.com.au)*

## Returns Policy

1<sup>st</sup> September 2017

Policy for returning glass when it is faulty (e.g. chipped, shelled, cracked, wrong substance or size etc).

If glass is found to be faulty **before** the driver has left your premises, please advise the driver. The driver will then fill out a form and advise the appropriate Logan Glass staff before leaving your premises. A Free Of Charge Replacement or FOCR order will be created to replace the faulty glass.

If glass is found to be faulty **after** the driver leaves your premises, please advise our sales team by email ([sales@loganglass.com.au](mailto:sales@loganglass.com.au)) or by telephone (07 3826 0500) as soon as is possible. Logan Glass will create a rebook order and it will be charged on a 2<sup>nd</sup> invoice, with a note 'Credit Pending'. As soon as the glass is returned and deemed to be faulty within Australian Standards, a credit note will be issued.

The glass must be returned to Logan Glass for a credit to be issued. This can be done by requesting the glass be picked up, or delivering the glass to Logan Glass yourself. If you have requested the glass be picked up at your premises and there is no-one there when we pick up, there will be a delay in the credit.

All returned glass will be inspected, not only to verify the faulty glass, but also to highlight in which area of production the damage or error may have occurred and to ensure any problems with machinery or manual handling of the glass can be rectified immediately.

As per Logan Glass's trading terms and conditions, Returns will not be accepted after 2 days, so it is essential all your deliveries are checked by you or your staff within this time frame.