

COMPANY POLICIES

PAYMENT METHODS:

- E TRANSFER TO SEDAT@TRUSA.NET | CASH | DEBIT | BANK DRAFT | WIRE TRANSFER
- CHEQUES: REQUIRE 7 DAYS TO CLEAR PRIOR TO ORDER RELEASE
- CREDIT CARDS – 1.5% FEE FOR PAYMENTS ABOVE \$1000

PICKUP POLICY AFTER PAYMENT RECEIVED:

- SMALL ORDERS CAN BE PREPARED WITHIN 2 HOURS
- LARGE ORDERS MAY TAKE UP TO 2 DAYS TO PREPARE.

SAMPLES POLICY:

- UNFORTUNATELY WE DO NOT PROVIDE SAMPLES FOR JOB LOT ORDERS. SPECIAL EXCEPTIONS MIGHT BE MADE FOR LARGE PROJECTS THAT REQUIRE SAMPLE APPROVAL.
- SAMPLES ARE PROVIDED TO DEALERS TO DISPLAY IN SHOWROOM.

RETURN POLICY:

- AS A MANUFACTURER AND WHOLESALER – IN ORDER TO MAINTAIN AN EFFICIENT BUSINESS MODEL, KEEP OVERHEAD LOW AND PROVIDE THE BEST PRICES GUARENTEED;

WE DO NOT ACCEPT RETURNS OR EXCHANGES. ALL SALES ARE FINAL.

- PLEASE VERIFY & CONFIRM YOUR ORDER PRIOR TO MAKING PAYMENT. CLIENTS ARE WELCOME TO INSPECT PRODUCTS PRIOR TO SHIPPING FROM OUR FACILITY. ONCE THE PRODUCTS HAVE LEFT OUR FACILITY, WE WILL NOT BE LIABLE FOR ANY DAMAGES/LOSS TO PRODUCTS OR PROPERTY OR ANY KIND OF INJURY & BODILY HARM.

CLAIMS FOR DEFECTS MUST BE REPORTED WITHIN 24 HOURS OF RECEIVING PRODUCTS. UPON RECEIVING THE CLAIM TRU STONE WILL NEED TO BE PROVIDED SAMPLES FOR CONFIRMATION. CLAIMS WILL NOT BE ACCEPTED FOR INSTALLED PRODUCTS.

- IN SPECIAL CIRCUMSTANCES IF APPROVAL IS GRANTED BY TRU STONE FOR AN EXCHANGE 20% RESTOCKING FEE APPLIES. TRU STONE RESERVES THE RIGHT TO FINAL JUDGEMENT IN DISPUTES AND CLAIMS.