

# STORE PICK UP GUIDE

Thank you for waiting for the availability of the product you purchased. To ensure a smooth and successful pickup of your product, please make sure that you read the below store pick-up policy.

## Confirmation Call, Email or Text Message

- You should receive a text message, email or a phone call from us to confirm the pick-up date of the products you ordered. Please make sure you pick up the products from the correct store from the date specified in our message.

## Identification

- Please make sure that you keep a copy of your invoice, especially when you are using a third party delivery company to pick up the products you ordered.
- In a case where a copy of the tax invoice is lost, Wintons Teak reserve the rights to check for your identification detail, such as your driver's license.

## Heavy and Bulky Products

- Bulky/heavy items can only be picked up from our warehouse, as the warehouse staff is well trained to lift and handle the furniture carefully, and will assist you to load the items into your vehicle.
- Our salesperson at the store is unable to help you in lifting any heavy items for you due to occupational health and safety measures. Please also note that the sales staff are not allowed to leave the store unattended.

## Products Inspection

- You are welcome to inspect the products purchased before you leave the store. However, please note that in most cases we are unable to re-pack the product you wish to inspect. Please make sure that you bring some shock-absorbent blanket or coverings to ensure that the products are not damaged on your way home.
- Once, your product has been inspected instore and taken out of the packaging, we will not accept any defects caused by mishandling during transportation to your home.
- Please inspect all floor-stock products carefully as we do not give refunds or exchange for floor-stock items.

## Unavailable for Pick Up/ Change of Pick Up Time

- Please note that any products which had been delivered to our store and not picked up within 7 days may need to be returned to our warehouse. This is because we do not have the storage space in our store. This means you need to inform us of your next availability to pick-up the products you ordered so that we can arrange a re-delivery of the product from our warehouse to the store.
- In cases where the product does not fit into your car, we can always arrange a delivery to your house with a charge. Please contact the store to arrange a delivery service for your furniture.

## Balance Payment

- Wintons Teak reserves the right to not release the product for pick up where there are still monies owing on that product.
- Please note that any cost incurred from a third party delivery company due to our refusal to release products caused by non-payment issues will be borne by the customer.



### For more information contact

Moore Park 02 9662 8467

Artarmon 02 9439 1600

Castle Hill 02 9680 8571

E: [customer\\_service@wintonsteak.com](mailto:customer_service@wintonsteak.com)