



TERA  
NOVA

## **RETURNS POLICY**

- Teranova Ceramics reserves the right to accept or reject returns.
- No exchange and return for clearance items.
- 30% re-stocking charge will apply to all prior approved returns for return within 30 days of purchase and providing current batch is available.
- Teranova does not accept part order returns on Moroccan Zellige or Bejmat tiles.
- Customers/Clients are responsible for all costs & coordination in relation to returning the goods to Teranova Warehouse St Marys.
- To be eligible for return all goods must be in unused condition, must not be damaged or altered in any way and must be in the original packaging.
- Once the return is received and inspected if all complies a credit will be provided.