

Broadview Materials - Claims and Returns Procedures

1. Claims

- 1.1. In order to be processed, claims must be communicated to Broadview Materials Customer Service team via the relevant online platform (if you are a B2B customer) or via your normal customer service team. Broadview Materials will request photographic evidence to expedite validation of claims.
- 1.2. Shipping Error (e.g. under or over-shipments, incorrect product received). Broadview Materials must be notified within 7 days from receipt of the product.
- 1.3. Shipping Damage – Exterior Packaging. If the shipment is refused upon delivery, the customer must submit the bill of lading or delivery receipt signed by the carrier driver, marked “refused” to Broadview Materials within 2 working days from receipt of the product.
- 1.4. Shipping Damage – Product. The customer must submit the bill of lading or delivery receipt signed by the carrier driver to Broadview Materials within 7 days from receipt of the product
- 1.5. Incorrect Order Specification (e.g. incorrect product, quantity, price, delivery details). Broadview Materials must be notified within 1 working day from receipt of the order acknowledgement.
- 1.6. Visual Defects - prior to fabrication and installation (e.g. colour variation, foreign objects, scratches, cracks, blistering, warping, delamination) - Broadview Materials must be notified within 3 calendar months from the invoice date. At the point of claim submission, the customer must submit photographic evidence which represent the severity of the visual defect, including evidence of the quantity of defects on the sheet, size of the affected area, trade mark details for thin laminates or on-product label for Compact grade product (where relevant). Broadview Materials may require further photographic evidence or a full return of the product to assist in the validation of the claim. Where this is not economically viable, Broadview Materials reserves the right to request evidence of destruction of the faulty product.

2. Returns

- 2.1. A ‘return’ claim includes any type of claim that requires the return of product (e.g. shipping errors, order entry errors, wrong material received, quality related claims, etc.). If a return claim is required, a Return Material Authorisation (RMA) must be obtained from Broadview Materials and sent to the customer authorising the return. When preparing the return, please ensure you apply the following conditions (2.2-2.7);
- 2.2. Only material that has been approved for return to Broadview Materials may be returned. Anything returned that has not been pre-approved by Broadview Materials will not be credited and may be disposed of.
- 2.3. Original packaging should be used to return material to Broadview Materials a whenever possible. The returned material may be rejected if it is damaged as a result of inadequate packaging.
- 2.4. For safety reasons, all material must be returned within the confines of the pallet that they were delivered in (i.e. material cannot overhang the edges of the pallet).
- 2.5. For safety reasons, all returned material must be banded securely to the pallet with plastic strapping (i.e. tape not used).
- 2.6. If there are multiple sizes of material on the pallet, they should be stacked from large on the bottom to small at the top.
- 2.7. Up to 5 sheets of laminate material measuring each 0.9mm in thickness or less can be rolled and placed in a box for returns.
- 2.8. Broadview Materials reserves the exclusive right to reject any claim associated with the return of material that does not conform to the above guidelines.
- 2.9. When the material has been received by Broadview Materials validated against the authorised RMA, and approved, a credit will be issued. Any variations that could alter the authorised credit amount will be notified. It is the customer’s responsibility to ensure the returned material is available for collection at the agreed time and location. Failure to do this will result in the claim being rejected.

3. General

- 3.1. For order cancellations of non-stocked product that has commenced manufacture, Broadview Materials will charge the full amount of the order and is unable to accept the return of this product.
- 3.2. Stocked product of resalable quality not related to a claim may be returned only if explicitly agreed by Broadview Materials within one (1) calendar month after the date of invoice and will be subject to a restocking charge of 25% of the order value.