

Australian Collection Return Policy



Thank you for choosing Timberline for your bathroom furniture needs. We aim to provide you with the best products and services. Please review our return policy below. This policy applies to all Australian Collection products.

RESTOCKING FEE:

A 15% restocking fee will be applied to all returns. This fee is calculated based on the original purchase price of the item being returned.

SHIPPING RESPONSIBILITY:

The customer is responsible for both the cost and organization of the return shipping. This includes selecting a reputable carrier and ensuring that the items are appropriately packaged for safe transit.

RETURN AUTHORIZATION:

Prior to returning any AU Collection products, customers must obtain authorization from Timberline. Please contact our customer service team at sales@timberlinebp.com or 888.844.0102 to initiate the return process. Unauthorized returns may not be accepted.

CONDITION OF THE PRODUCT:

The customer is responsible for ensuring that the product is returned in its original condition. If the item is received back damaged or in a condition that prevents it from being resold as new, the customer will be responsible for the full amount of the item.

TIMELY RETURNS:

All returns must be initiated within [number of days, e.g., 30 days] of the original delivery date. Returns beyond this period may not be accepted.

REFUND PROCESS:

Once the returned item is received, inspected, and deemed to be in acceptable condition, Timberline will process the refund. The refund will be issued to the original method of payment.

NON-RETURNABLE ITEMS:

Customized or personalized items, as well as items marked as non-returnable, cannot be returned.

DAMAGED IN TRANSIT:

If your item arrives damaged, please document the damage with photos and contact our customer service team immediately. We will work with you to resolve the issue.

Please carefully read and understand our return policy before making a purchase. If you have any questions or concerns, feel free to contact our customer service team for assistance.

Thank you for choosing Timberline.

Sincerely,

Timberline Bathroom Products
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