



Tel: 13 11 37
Head Office and Factory
32 Centre Way, Croydon South
Victoria 3136

Greenlines Gardenware Pty Ltd / FormBoss® Return, Damaged and Refund Policy

Greenlines Gardenware Pty Ltd/FormBoss® strive to ensure that you receive the products you ordered correctly and as quickly as possible, however sometimes things do go wrong, if that happens please refer to the policy below for the best course of action.

Any FormBoss® Steel was purchased through one of our many FormBoss stockists, please contact them directly for their return and refund policies.

Damaged / lost in transit

Your order will be transported using a professional freight company, the companies we use take just as much pride in delivering your order as we do in manufacturing and shipping it and will deliver your order without a hitch. On the rare occasion that your order is accidentally damaged in transit or you believe you are missing an item, we ask that you get in contact with the office (03) 8720 6200) within 5 business days from receiving your order so we can chase it up with the freight company. With damaged stock, we ask for photos to be taken immediately and emailed through to info@greenlines.com.au along with your invoice number. This will ensure that we have all the information we need in order to deal with the enquiry in a timely manner. Regrettably if we receive this information after 5 days, we may no longer be able to follow up with the freight provider so items may not be able to be found or replaced.

Change of mind / swap over of standard stock

Returns on standard products will be subject to condition of material. i.e. marked, scratched, misshapen, dirty or rusted. As the material will need to be sighted by a FormBoss® staff member the refusal can still occur once the products are back at our factory.

If the return is for a change of mind or return of excess material not required, there is a 10% restocking fee that will be withheld from the total refund amount along with any freight costs associated with the return of the products.

If the requested returned material has any of the above-mentioned issues Greenlines Gardenware Pty Ltd/FormBoss® has the right to refuse the return or swap over of stock. No material can be returned once it has been installed.

Special production and custom work

When ordering special manufactured items, we ask that (details are sent via email to info@greenlines.com.au and our office staff will create a quote for approval. Quotes are to be carefully looked over as once approved either via email or by payment of the non-refundable 50% deposit, no alterations can be accepted after this time due to these items being custom made specifically to suit your project.

No special manufactured items can be returned unless the fault was made during the production process. If the mistake was in the initial email or on the quote that was approved, the cost of the remake will be the responsibility of the customer. This will include any shipping costs to retrieve the original piece and deliver out the correct item.

If there are any questions regarding this policy, please contact the office on (03) 8720 6200.