

Refund Delivery Policy

Payment Methods

All payments and refunds are transacted in Australian dollars.

Credit Card via Secured Website. You can use our secure online shopping cart to make your purchase and pay with your Visa or MasterCard.

Credit Card via Telephone

You are welcome to phone us with your order and provide your credit details for payment at the time of placing your order.

Direct Deposit

Complete Coolroom Services are happy to except payments made directly to our bank account via funds transfer. To use this option please select Direct Deposit in the checkout process. Please note that our website will show our bank details on the confirmation page. Please use your name or order number as a reference so we can match the payments up on our end for faster shipping.

Your order will only be dispatched once the funds have cleared into our bank account.

Cheque or Money Orders

We are happy to accept either Business or Personal cheques & money orders made out to Complete Coolroom Services. Please select the Cheque/Money Order option in checkout and our postal address will be shown to you.

Your order will only be dispatched once the funds have cleared into our bank account.

Please note that on all orders you will receive either an email or phone call to confirm your order has been received, another when your payment has cleared into our account and also to confirm when your package has been shipped.

Delivery

Complete Coolroom Services will deliver Australia wide. Please contact us for an international orders before placing your order to discuss your needs.

All packages will be sent via Australia Post or delivered by our own service vehicles or selected courier service.

Whilst all care is taken when packaging goods, should anything in your package be damaged during transit please advise us by calling 02 9618 1287 within 2 working days of receipt of goods to discuss your situation. Any damaged products that are of fault of Australia Post need to be left as they were delivered to you and taken to your local Australia Post branch for a claim to be filed.

All Postage and handling costs vary according to the weight and size of the item(s)

We endeavour to have all orders dispatched within 3 workings days of your order being placed once payment has cleared into our account. If/when stocks are low, delivery may be delayed. If your order is urgent we strongly suggest you contact us to discuss your needs first to make sure that the products will be available in time for your required date before your order is placed.

Refunds & Exchanges

All products sold by Complete Coolroom Services come with a manufacturer's warranty. All warranties implied or otherwise, are subject to the original manufacturer's warranty.

Complete Coolroom Services will exchange for purchase of equal value or credit note valid for 90 days. All postage costs on exchanges must be made at the purchaser's expense and all exchanges must be made within 14 days of purchase. No exchange on Sale items.

Please feel free to contact us personally in regards to your individual situation should you wish to discuss refunds or exchanges in more detail.