

## SINIAT PLASTERBOARD & METAL RESOLUTION GUIDE

To enable a streamlined customer claims process and assist our centralised team in providing a timely resolution, please refer to the below policy and information requirements when submitting claims.

We are committed to resolving claims within 72 hours and product faults within 10 days upon receipt of all required information. Rectifications may be subject to additional processing times due to required testing and completion of works.

### SINIAT PRODUCT RETURN POLICY

- All product returns must have a case number from Customer Service or Resolutions, before any product is returned to Siniat distribution warehouses. Products will not be unloaded or collected without a case number.
- Products must be returned in saleable condition.
- No damages will be accepted, and warehouse managers will assess the product quality upon its arrival.
- Siniat does not accept return of any part packs of plasterboard, compounds or cornice products.
- Products that are not part of standard stock range will not be accepted for return without prior approval from the Supply Chain Director. This includes any special or made to order products.
- Compounds will not be accepted if the product is due to expire within a 3-month period.
- A restocking fee applies for all returns, equal to or the greater of \$75 or 15% of the product value.
- Metal returns from site will incur a standard collection fee.

Claim Category	Description	What to Submit	Where to Submit
<b>Incorrect Quantity or Product</b>	The received product or quantity does not match what is invoiced	Invoice or Delivery Docket Number <u>with clear photos of goods on truck</u> within 48 hours of receiving goods	Resolutions Team
<b>Damaged Product</b>	Stock damaged and unsaleable	Invoice or Delivery Docket Number <u>with clear photos of goods on truck</u> within 48 hours of receiving goods	Resolutions Team
<b>Freight Credit</b>	Any overcharges for freight	Invoice number	Resolutions Team
<b>Returned Stock</b>	Re-saleable products being returned to Siniat	Invoice number, product and quantity Refer to Siniat's returns policy above.	Resolutions Team
<b>Returned Gluts/Pallets</b>	Pallets & Gluts returned	Min 24 hours prior to return & ensure gluts returned in accordance with requirements listed in the below guide	Customer Service or Resolutions Team
<b>Site Pricing</b>	Pricing for Project not applied	Invoice number, copy of purchase order stating project name & project number	Resolutions Team
<b>Pricing Error</b>	Dispute pricing on invoice	Invoice number, price charged, price that was agreed	Account Manager
<b>Product Fault</b>	Product faults that are unsalable in store	Description of fault, product, quantity, manufacturing stamp details and clear photos if not returning for inspection	Account Manager
<b>Rectification</b>	Product faults on site	Field Tech Officer will request all relevant information required	Account Manager

Resolutions: [resolutions@siniat.com.au](mailto:resolutions@siniat.com.au)

Customer Service: [customerservice@siniat.com.au](mailto:customerservice@siniat.com.au) or 1300 724 505

Account Manager: If you are unsure of your account managers details please contact the Siniat customer service team for assistance.

**SINIAT RETURN OF GLUTS & COMPOUND PALLETS:**

- Case number must be quoted prior to unloading gluts on all sites
- 1200 x 1200 Siniat pallets only
- Maximum 144 gluts per pallet (12 layers)
- Plastic Strapping Only – Minimum 2 straps per pallet
- No mixed pallets of gluts
- No broken or damaged pallets and gluts

Glut Return Standard Policy	Rejected Pallets
1200 x 1200 Square pallets only Max 144 gluts per pallet (12 layers) Minimum 2 straps per pallet Plastic Straps only Quote an Etex Case number	Mixed pallet of 1350 and 1200 Broken pallets Wet gluts Unusable gluts <b>Rejected pallets will remain on vehicles</b>



**SINIAT RETURN OF CORNICE PALLETS:**

- No broken or damaged pallets will be unloaded
- Cornice pallets must be empty
- A credit of \$6 per cornice pallet will be provided
- As per the image below, these pallets have “cornice” labelled on the ends and measure 1120mm wide

Return Cornice Pallet Policy	Rejected Pallets
1120 wide pallets only  Empty Pallets  Quote an Etex Case number	Broken pallets  Unstable stacking on truck  <b>Rejected pallets will remain on vehicles</b>

