

Bayset

Returns Policy

Issued: August 2026

This policy explains how Bayset manages customer return requests. We aim to be fair, practical and consistent while protecting product quality, stock integrity and customer rights under Australian Consumer Law.

Returns at a Glance

Usually considered for return	Generally not accepted
✓ Requested within 30 days from date of purchase ✓ Proof of purchase supplied ✓ Product unopened and unused ✓ Original packaging and labels intact ✓ Product is clean, undamaged and resalable	✗ Powder products ✗ Special order, non-stock or custom products ✗ Opened, damaged or part-used products ✗ Clearance, run out or discontinued stock ✗ Returns outside 30 days unless approved

1. Change-of-mind and customer-requested returns

- 1.1 Bayset may consider customer-requested returns at its discretion within thirty (30) days from the date of purchase.
- 1.2 A return will only be considered where proof of purchase is provided, and the product can be verified against the original transaction.
- 1.3 Products must be approved for return before being returned to a Bayset branch or collected from site.
- 1.4 A credit will only be issued after Bayset has received, inspected and accepted the returned product.

2. Product condition requirements

To be considered for return, the product must be in resalable condition. This means the product can be placed back into Bayset stock and sold as new.

- Original packaging must be intact, unopened and undamaged.
- Labels, barcodes, batch numbers and any seals must remain intact.
- The product must not be opened, used, marked, stained, faded, contaminated, weather affected, expired or damaged.
- The product must have been stored and handled correctly, including in accordance with any product Technical Data Sheet or supplier storage guidance.

3. Products generally not accepted for return

- 3.1 Powder products are generally not eligible for return due to storage, moisture and shelf-life risk. This includes, but is not limited to, tile adhesives, grouts, screeds, renders, levelling compounds and other cementitious or powder-based products.
- 3.2 Special order, non-stock, indent, custom, tinted, cut-to-size, fabricated, mixed, opened or partially used products are generally not accepted unless Bayset has agreed in writing.
- 3.3 Clearance, promotional, run out, deleted, expired, discontinued or damaged products are generally not accepted for return.
- 3.4 Where supplier return conditions are more restrictive than this policy, Bayset may apply the supplier return conditions.

4. Freight, handling and restocking fees

- 4.1 Unless Bayset agrees otherwise, the customer is responsible for freight, handling and delivery costs associated with customer-requested returns.
- 4.2 Bayset may apply a restocking fee of up to 15% on approved customer-requested returns to cover inspection, handling, administration and inventory costs.
- 4.3 Acceptance of a return on one occasion does not create an obligation for Bayset to accept future returns.

5. Incorrect, damaged or faulty goods

- 5.1 If Bayset has supplied the incorrect product or incorrect quantity, please contact Bayset as soon as possible so we can review and correct the issue.
- 5.2 If a product is damaged, faulty or not as described, Bayset may need to assess the product and may work with the supplier to determine the appropriate remedy.
- 5.3 Nothing in this policy is intended to exclude, restrict or modify any guarantee, right or remedy that cannot be excluded under Australian Consumer Law.

6. How to request a return

To request a return, please contact your local Bayset branch or your Bayset representative before returning goods. Please provide:

- Invoice number, delivery docket or proof of purchase
- Product name, quantity and reason for return
- Photos of the product and packaging if requested
- Confirmation that the product is unopened, unused and in resalable condition