



Returns and Refunds

Your satisfaction is our first priority at Stock Windows & Doors. If your item is faulty upon receipt or is not as described, we will gladly exchange or refund the item. All returns are subject to us receiving the item back within 2 days of purchase. Items must be returned with their original packaging and, unless they were damaged prior to you receiving them, must still be in an unused and saleable condition. Change of mind returns will incur a re-stocking or/and a re-delivery charge.

Returns Process

To return an item, please send it to:

1/55 Cameron St Cranbourne

And also include the following information:

- Your Order number if known (appears on the top of your Invoice)
- Your name and address
- A description of the item you are returning
- Whether you would like a refund or exchange. If you wish to exchange it for a different item, please include the name and item number of the replacement item.
- If you are unable to return the item due to it being too large, then we can arrange pick up & delivery on request, however this will be subject to a delivery fee.

