

WAREHOUSE PICK UP GUIDE

Thank you for waiting for the availability of the product you purchased. To ensure a smooth and successful pickup of your product, please make sure that you read the below warehouse pick-up policy.



For more information contact

Moore Park 02 9662 8467

Artarmon 02 9439 1600

Castle Hill 02 9680 8571

E: customer_service@wintonsteak.com

Warehouse Address and Access

- Our warehouse is located at 29/2 Slough Avenue, Slough Business Park, Silverwater, NSW, 2128
- The warehouse loading dock can only be accessed through Rachel Close. **Please see the attached map for details.**
- Opening hours are Mon-Fri 9:00 am - 4:00 pm. Please note that our warehouse is closed on Weekends. However, note that all warehouse pick up is by appointment only.

Confirmation Call, Email or Text Message

- You should receive a text message, email or a phone call from us to confirm the pick-up date of the products you ordered.

Identification

- Please make sure that you keep a copy of your invoice, especially when you are using a third party delivery company to pick up the products you ordered.
- In a case where a copy of the tax invoice is lost, Wintons Teak reserve the rights to check for your identification detail, such as your driver's license.

All Warehouse Pick Up is by Appointment Only

- Please note that all warehouse pick up is by appointment only.
- In order to ensure a smooth pick up, we do need to prepare your products in advance. Please call 1 day in advance before making your way to our warehouse. **Ph: 02 9648 6229**, contact person **Wahyu Budiman (0411 817 223)**.

Unavailable for Pick Up/ Change of Pick Up Time

- If you are unable to pick up the products as specified in the appointment, please inform us immediately.
- This means you need to inform us of your next availability to pick-up the products you ordered so that we can arrange a re-appointment.
- In cases where the product does not fit into your car, we can always arrange a delivery to your house with a charge. Please contact the store to arrange a delivery service for your furniture.

Products Inspection

- You are welcome to inspect the products purchased before you leave the warehouse. However, please note that in most cases we are unable to re-pack the product you wish to inspect. Please make sure that you bring some shock-absorbent blanket or coverings to ensure that the products are not damaged on your way home.
- Once, your product has been inspected and taken out of the packaging, we will not accept any defects caused by mishandling during transportation to your home.

WintonsTeak®

WAREHOUSE LOCATION GUIDE

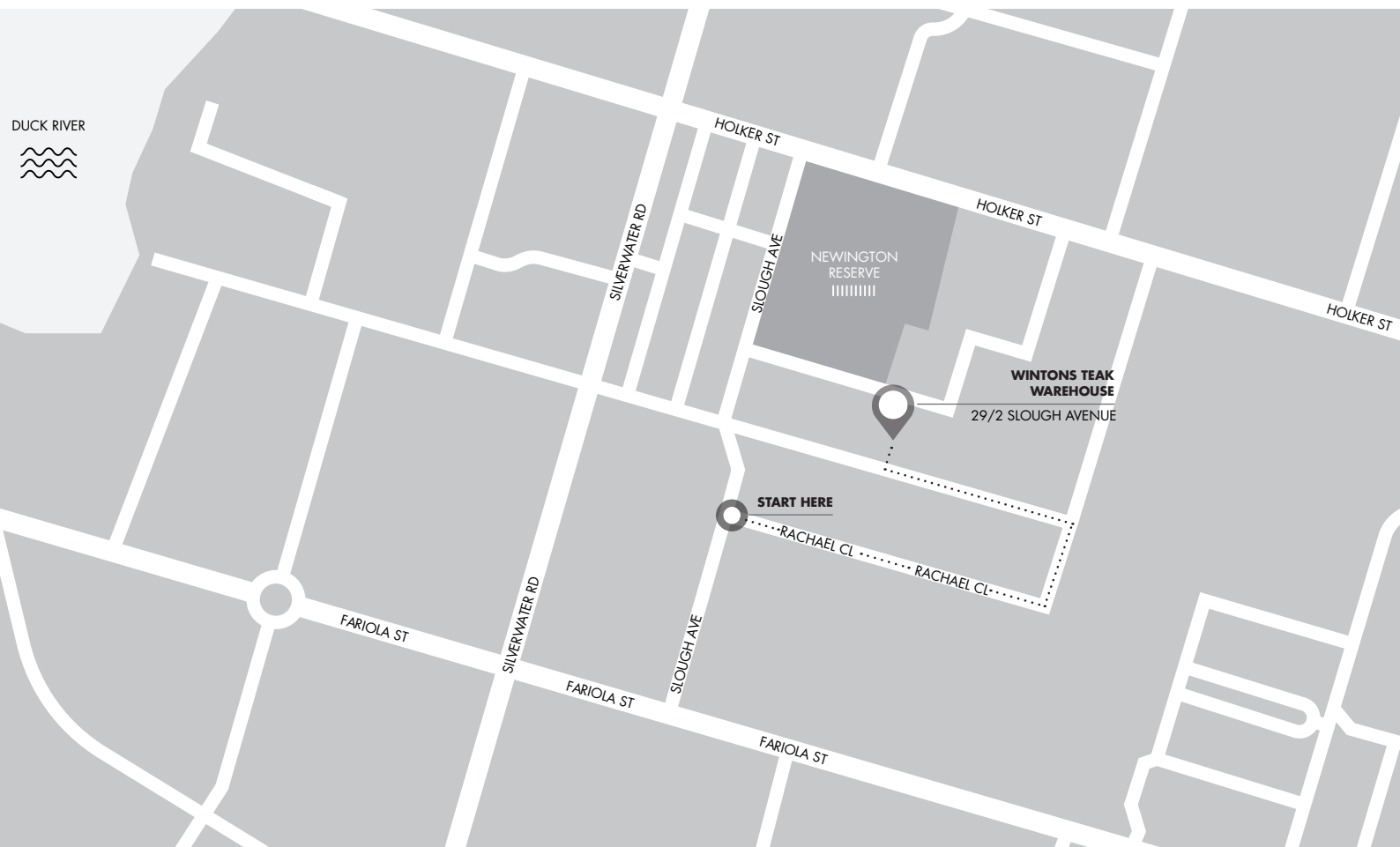
Our address: Unit 29, 2 slough ave
Silverwater, NSW 2128

Tel: (02) 9648 6229

Opening hours: Monday to Friday 9am to 4pm

Indications:

Enter from Rachel Close and turn left at the end of Rachel Close, then turn left at the first corner to find Unit 29.



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