

Refund and Delivery Policy

Delivery Policy

After ordering online, you will receive an email confirmation from us containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to dispatch your goods from our warehouse within 1-2 Business Days. Freight time will vary on location and delivery method. Generally, freight lead-time to metropolitan areas is 5 business days and to rural areas 10 business days.

Please contact us if you have any questions about Freight lead-time to your location.

Refund Policy

The goods we supply come with guarantees that cannot be excluded under the Australian Consumer Law. If you are a consumer as defined by the Australian Consumer Law, the following applies to you: “You are entitled to a refund or replacement for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality”.

All PDJ Industries outdoor fire pits (the “product”) are provided as is and are subject to the automatic consumer guarantees under Australian Consumer Law. PDJ Industries does not extend any additional warranties to its customers.

PDJ Industries’ relinquishes control over use of the product upon sale and assumes no liability thereafter. PDJ Industries is not liable, under any circumstances, for any loss, damage, injury or expense of any kind arising from or connected with the use of the product. Users of the product should exercise caution and common sense at all times.

If you purchase the incorrect product, we may issue, at our discretion, a store credit to the value of purchase less applicable product handling and freight charges which is to be used within 14 calendar days on our website.