



TERMS & CONDITIONS – PRODUCTION, WARRANTY & REFUND POLICY

Expandable & Container Homes

Issued by: CYJ import & Export

ABN: 43 359 851 763

Contact: 0490837242

| Email: cyjimportexport@gmail.com

1. PAYMENT TERMS

Production Deposit (50%)

A 50% non-refundable production deposit is required to secure manufacturing. Once paid, materials are ordered, labour allocated, and engineering locked in. Deposits are non-refundable once production commences.

Final Payment (50%)

The remaining balance must be paid prior to factory dispatch. Goods will not be released until payment is received in full.

Payment Method

Bank transfer only. Official invoice provided.

2. REFUND POLICY

All homes are custom manufactured. No change-of-mind refunds apply.

Refunds may only be considered if production has not commenced and materials have not been ordered, or in cases of incorrect model delivery or verified major structural defects prior to dispatch.

Delays in production or shipping do not qualify for refunds.

3. ORDER CHANGES

Changes may be requested within 48 hours of deposit payment. After this period, changes may incur additional costs or may not be possible.

4. DELIVERY & SITE RESPONSIBILITY

The customer is responsible for site access, ground conditions, and crane access if required. Failed delivery due to site conditions will be charged to the customer.

5. WARRANTY

A 12-month structural warranty applies to frame and panels only. Warranty excludes misuse, unlicensed installation, customer modifications, weather damage, and normal wear and tear.

6. COUNCIL APPROVAL

Council approvals and zoning compliance are the responsibility of the customer. Supporting documents may be provided but approval is not guaranteed.

7. CANCELLATION

Cancellations before production may receive a partial refund less incurred costs. No cancellations are accepted once production has commenced.

8. ACCEPTANCE OF TERMS

Payment of the deposit constitutes full acceptance of these terms.

9. GOVERNING LAW

These terms are governed by the laws of Queensland, Australia.

CUSTOMER ACCEPTANCE & SIGNATURE

By signing below, the customer confirms they have read, understood, and agree to all Terms & Conditions, Warranty limitations, Refund Policy, Delivery requirements, and Council approval responsibilities.

- I confirm I have read and accept all Terms & Conditions
- I understand deposits are non-refundable once production commences
- I understand council approval is my responsibility

Customer Name: _____

Signature: _____

Date: _____