

Our refund policy

Under the *Trade Practices Act 1974* you may seek a refund if goods:

- are or become faulty through no fault of your own
- are not fit for a stated purpose or a purpose you made known to our sales staff
- don't match our description or sample
- have defects that were not obvious or we did not bring to your attention.

However, the goods must be returned within a reasonable period and you may be asked for proof of purchase.

You may also be asked to demonstrate that the problem with the goods was not your fault.

If you prefer an alternative to a refund, we can arrange for goods to be exchanged or repaired. A store credit may be offered at our discretion.

Please choose carefully as you are not entitled to a refund if you simply change your mind. Keep your receipt as proof of purchase.

For more information on warranties and refunds contact the ACCC Infocentre on **1300 302 502** or visit

www.accc.gov.au.



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