



## Change of Mind Policy

At PartsBox.com.au, we understand that sometimes a product may not be exactly what you needed. Our Change of Mind Policy is designed to make your shopping experience easy and stress-free.

### Conditions for Change of Mind Returns

- Return request must be submitted within 14 days of receiving your order.
- Products must be in original condition, including packaging, manuals, and accessories.
- Clothing items must be unworn, unwashed, and have all original tags attached.
- Proof of purchase is required for all returns.

### Available Options

- Full Refund (less original shipping costs)
- Exchange for another product (less original shipping costs)
- Store Credit (less original shipping costs)

### Shipping Costs

All shipping costs for Change of Mind returns, exchanges, or store credits are the responsibility of the customer. If a replacement item is required, new shipping costs will be deducted from your original payment method.

### Exclusions

- Auto electrical components
- Hazardous materials or flammable liquids or gases
- Gift vouchers
- Custom or tailor-made orders (unless faulty)
- Items not in original condition or missing parts

### Contact Us

For any questions or to initiate a return, please contact our Customer Service team via the Get In Touch form or email [connect@partsbox.com.au](mailto:connect@partsbox.com.au).

