



## Returns Policy

### Introduction

At PartsBox.com.au we want you to be completely satisfied with our products and our service. We also understand there may be times that you need to return an item. Our Returns Policy has been designed to assist you in returning a product and to help you make informed decisions on the products you are purchasing. We want to be transparent in all our dealings with you and would like to quickly mention that all the benefits outlined in our Returns Policy are in addition to other rights and remedies you may have under the Australian consumer law.

### Your rights under the Australian Consumer Law

Our products come with guarantees that cannot be excluded from the Australian Consumer Law. This means you're entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have your products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

### When to Return a Product

At PartsBox.com.au we offer a replacement, store credit or refund where products have a major failure, such as:

- When they are faulty
- Wrongly described
- Incorrect item sent
- Different from a sample shown to you; or
- Does not do what it is supposed to do

### Change of Mind

We allow refunds, exchanges and store credits providing guidelines are met.

### How to Return a Product

Please refer to our FAQ's Page.

### Return Guidelines & Requirements

We will accept a product for a Return, Exchange or Store Credit providing it meets the following guidelines:

- You have received confirmation that your return request has been accepted by PartsBox.com.au
- Your products have been returned within 14 days of receiving your order
- The products are returned in the same condition they were received including the original packaging plus any manuals or warranty information.
- All returns must be sent to PO BOX 442, Mount Gambier SA 5290

## **Shipping Returns within Australia**

If you are shipping an item over \$75, please consider using a trackable shipping service or purchasing shipping insurance as unfortunately PartsBox.com.au cannot be responsible for any loss or damage to any orders being returned to us.

## **Refunds, Exchanges and Store Credits**

Details on refunds, exchanges and store credits including timelines and conditions.

## **Excluded items**

We regret that there are several types of goods that are exempt from being returned.

## **Bulky and fuel operated products**

For safety reasons, please contact our Customer Service team before returning any bulky or fuel operated products.

## **Product Assessment for Damaged or Faulty Products**

We may need to conduct an assessment of your product to determine whether a repair, replacement or refund is appropriate.

## **Liaising with the Manufacturer**

For some product assessments, we may have to liaise directly with the manufacturer, or their repair agent.

## **Dispute Escalation**

If you feel that your rights under the Australian consumer law or our Returns Policy have not been met or if you have a complaint, please contact our team by using the Get In Touch form.

