



Terms of Use

1) Who we are and how these Terms work

Welcome to PartsBox.com.au ("PartsBox", "we", "us", "our"). These Terms of Use ("Terms") govern your access to and use of our website, content, and online store (together, the "Service"). By visiting or using the Service, or purchasing from us, you agree to be bound by these Terms and any policies we reference (such as our Privacy Policy, Returns Policy, and Change of Mind Policy). If you do not agree, please do not use the Service.

2) Eligibility & your account

You must be at least the age of majority in your state/territory of residence to use the Service. You are responsible for maintaining the confidentiality of your login and for all activity under your account. Please keep your account information accurate and up to date. Notify us promptly of any unauthorised use or security breach.

3) Electronic communications

By using the Service or contacting us online, you consent to receive electronic communications (e.g., emails, notices on the site). You agree that these satisfy any legal requirement that communications be in writing.

4) Ordering, pricing & payment

Placing an order is an offer to buy the products listed in your order on these Terms. We may accept or reject any order at our discretion (for example, due to stock availability, pricing errors, or suspected fraud). Prices, delivery fees, promotions, and availability can change without notice. Payments are processed via secure third-party gateways. We do not store full payment card details.

5) Shipping, title & risk

We ship to Australian addresses using selected carriers. Title to goods passes on full payment. Risk (including loss or damage) passes on delivery to your nominated address.

6) Returns, refunds & consumer guarantees

Your purchase is covered by the Australian Consumer Law (ACL) guarantees that cannot be excluded. You may be entitled to a repair, replacement or refund for a major failure, and compensation for reasonably foreseeable loss or damage. Where the failure is not major, you are entitled to a repair or replacement within a reasonable time.

7) Products & content accuracy

We work hard to provide accurate descriptions and imagery. However, colours, dimensions and specifications can vary due to manufacturing updates, device displays, or human error. We may correct errors or update content at any time without notice.

8) Acceptable use

You must not: (a) use the Service for unlawful purposes or to infringe the rights of others; (b) upload, post or transmit malware, malicious code or unlawful content; (c) scrape, crawl or attempt to circumvent security; (d) interfere with or disrupt the Service or impose an unreasonable load on our infrastructure. We may suspend or terminate access for any breach.

9) User content (reviews, feedback, uploads)

If you submit reviews, comments, photos, or other materials ("User Content"), you grant us a non-exclusive, worldwide, royalty-free licence to use, reproduce, display and distribute that content in connection with the Service, and you warrant you own or control the rights to it and that it complies with law and these Terms. We may moderate, edit or remove content at our discretion.

10) Intellectual property

All site content and materials (including text, graphics, logos, images, software and layout) are owned by or licensed to PartsBox and are protected by intellectual property laws. You must not reproduce, adapt, distribute, frame or embed our materials without prior written consent, except for personal, non-commercial use.

11) Third-party services & links

Our store is hosted and/or integrated with third-party platforms and service providers (e.g., e-commerce hosting, payment gateways, analytics, logistics). Your use of those services may be subject to their terms and privacy policies. We do not control and are not responsible for third-party sites, products, or services.

12) Privacy & cookies

We handle personal information in accordance with our Privacy Policy, which explains how we collect, use, disclose and secure your data and your rights under Australian privacy law. Our site uses cookies and similar technologies; see our Privacy Policy for details and how to manage your preferences.

13) Service availability & changes

We may modify, suspend, or discontinue any part of the Service (including features, content or prices) at any time. We are not liable if all or part of the Service is unavailable at any time.

14) Warranties & disclaimers

Except as required by law (including under the Australian Consumer Law), the Service and all information and products are provided 'as is' and 'as available' without warranties of any kind (express or implied), including merchantability, fitness for purpose, title, and non-infringement. We do not warrant that the Service will be uninterrupted or error-free.

15) Liability

Nothing in these Terms excludes, restricts, or modifies any non-excludable rights or remedies under the Australian Consumer Law or other laws. Subject to those rights, we are not liable for indirect or consequential loss, loss of profits or data, and our aggregate liability for claims relating to the Service or any product is limited to the amount you paid for the product(s) giving rise to the claim.

16) Indemnity

You agree to indemnify and hold harmless PartsBox, its officers, employees, agents and contractors from and against any loss, damage, liability, cost or expense (including reasonable legal fees) arising from your breach of these Terms, unlawful conduct, or infringement of third-party rights.

17) Suspension & termination

We may suspend or terminate your access to the Service (in whole or part) at any time if we reasonably believe you have breached these Terms or applicable laws. Your obligations accrued up to termination survive (including payment obligations).

18) Dispute resolution

Before starting legal proceedings, both parties agree to try to resolve disputes informally in good faith. If unresolved within 28 days, either party may refer the matter to mediation in South Australia. This does not restrict urgent injunctive relief.

19) Changes to these Terms

We may update these Terms from time to time. When we do, we will post the updated version and update the 'Last updated' date. Your continued use after changes take effect means you accept the updated Terms.

20) General

Severability: unenforceable provisions are severed and the remainder continues. No waiver: a failure or delay to enforce a right is not a waiver. Assignment: you must not assign without consent; we may assign on notice. Entire agreement: these Terms and referenced policies form the entire agreement. Governing law: South Australia; non-exclusive jurisdiction of its courts.

21) Contact us

PartsBox.com.au — PO BOX 442, Mount Gambier SA 5290 — Email: connect@partsbox.com.au

