

Terms and Conditions

Postage and freight:

We always choose the most economical and efficient method of shipping via Australia Post or selected freight companies, it is your choice to accept our recommendations or request alternative shipping methods, all cost to the purchaser.

Insurance:

Unless itemised on you tax invoice as "insured", all goods shipped are at the responsibility of the customer for losses, damage, delays, etc..

Goods can be insured at the additional charge of 1.2% of invoice value. If uninsured, once the goods leave our warehouse we accept no responsibility for loss or damage.

Warranty and faulty returns:

Goods need to be returned in good order and condition for replacement or refund.

In the case of warranty claims, the customer is required to advise the supplier prior to shipping and obtain an RA form to ensure correct information is supplied with the returned product.

Products that are received without an RA form detailing reason for return and proof of purchase will not be acted upon and returned to customer at customer's expense.

It is the customer's responsibility to ensure adequate information is supplied at time of return.

It is the customer's responsibility to ensure the product is faulty and not a user fault, any product that is returned to us and found to be free of any defect will attract a processing fee of \$75.00 including GST and return postage to cover technician's labour and shipping costs.

Goods returned:

Goods returned due to customers mistake, decided no longer required or a reason other than those listed under "Warranty and faulty returns", we reserve the right to charge up to 20% restocking fee if we accept the return.

All returns to be adequately packaged, an RA form is to be included with each returned product, we do not accept damage by others in transit to our warehouse.

Postage or freight costs for returns to the supplier are at the purchaser's expense unless agreed to buy the supplier.

It is the customer's responsibility to choose carefully and ensure their choice suits the use for which it was purchased.

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