



Dear Customer

Please choose your purchase carefully. We don't give refunds if you simply change your mind or make a wrong decision.

Many of our products come with a guarantee or warranty from the manufacturer. In addition, they come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. If the issue with the goods is not major, we will repair or replace the item. If we do not do so within a reasonable time, you can choose to have the goods repaired or replaced.

You are entitled to a refund or exchange where goods are wrongly described or different from a sample shown to you. However if you have signed off on or given the go ahead on a CAD or Sketch through an correspondence to us we will not refund your money. Final Payment would indicate to us that you have accepted the product and are happy with it.

Where applicable, we will meet our obligation to provide a remedy under the Australian Consumer Law.

Full details of your consumer rights may be found at **[www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)**.

Please retain your receipt for proof of purchase.