

RETURNS POLICY

Incorrectly Ordered or Change of Mind Returns

Our goal is to always provide high quality products and service to our customers and we know that sometimes circumstances change and you:

1. may have mistakenly ordered the wrong product; or
2. no longer need an item you purchased; or
3. are not completely satisfied with the product.

Under certain circumstances, we can accept your item back if it is in its original saleable condition. Please be aware, this is not a guarantee and is subject to approval. If you have any questions about this, please feel free to contact us and we can help clarify any concerns you may have.

Any product that has already been opened (including removing shrink wrap or labels being broken) **may** still be able to be returned (at Oz Filter Warehouse discretion as to its reusability) but will be charged a 20% Restocking Fee.

Incorrectly Ordered product, a Change of Mind or products where you are not completely satisfied, will only be accepted with 14 days of customer receipt.

To reduce the impact of resellers speculating on prices increasing, we reserve the right to reject returns on bulk orders of more than three units.

If you are not able to attend our warehouse to return your item, you can send your return product to:

Oz Filter Warehouse (Qld) Pty Ltd
Unit 5, 9 Allgas Street
Slacks Creek
Brisbane
Queensland 4127

Please provide:

1. Your full name, best contact telephone number, address and your email address;
2. Tax Invoice or Order Number and if you organised return delivery yourself, the relevant tracking numbers; and
3. Reason for return (including any steps we can take to replicate any fault where applicable)

All applicable freight charges for goods returned and subsequent replacement will be charged at cost to the customer. However, if you are returning an item for a prior agreed exchange you will be reimbursed for the delivery charge after we are in receipt of the product.

Items deemed Damaged in Transit, Faulty or Delivered Incorrectly

We endeavour to use the best Courier service for your area but the possibility of damage may still occur. Please ensure you check your delivery for any damage prior to signing the delivery docket for the product. We may refuse to exchange damaged goods if signed for thereby acknowledging or accepting the goods have been received in good condition.

If you do receive any product that is damaged during the delivery or incorrectly delivered, please contact us to discuss your particular concerns and we will work with you to resolve the issue. This may mean the product needs to be returned with suitable packaging (preferably with its original packaging) to prevent damage in delivering the product back to us. For items that are large and bulky (for example, Bug Buster), they need to be repacked in a manner that makes them safe to be transported.

We will also need you to provide the following details to enable us to efficiently deal with the situation:

1. Your full name, best contact telephone number, address and your email address;
2. Tax Invoice or Order Number and if you organised return delivery yourself, the relevant tracking numbers; and
3. Reason for return (including any steps we can take to replicate any fault where applicable).

Once we receive the item, Oz Filter Warehouse will advise you via email. Our Team will test your item and may contact you for more information. Depending on the circumstances, we will attempt to repair the item(s). In some circumstances, we may need to refer your item(s) to the manufacturer for further testing and advice.

If it is determined that the product is not faulty and is working as expected, or it is determined that any defect or damage was caused after you took possession the item(s), we will return the product to you at your cost. You will be responsible for any costs associated related to the testing and/or return of the item(s) to you in this instance.

If the product is incorrectly delivered, you must return the product (preferably unopened) with suitable packaging to prevent damage in delivery. Please contact our Team and we can arrange for this item to be returned to us at no cost and (if applicable) arrange for the correct product to be delivered to you.

Please note, should a fault appear after a product has been used/installed it may still be covered under warranty.