**Returns Policy**

We are dedicated to assuring that you will get top quality products, along with our excellent customer service.

All of our products come with manufacturer's warranty.

Do you need to return or exchange a product? Please see below for further information.

1. **GENERAL RETURNS**

HOLD ONTO THE ORIGINAL BOXES AND PACKAGING.

We will only accept a return if:

1. we are contacted within 30 days from the date of purchase;
2. you have valid proof of purchase (e.g. our tax invoice or confirmation);
3. the product is returned unopened in the original manufacturer's packaging;
4. the product is in perfect resalable condition; and
5. the product has not been used or damaged.

A 15% re-stocking fee will apply on all straight returns (i.e. where you return a product that was incorrectly ordered) unless a re-order of correct items is received, in which case a lower re-stocking fee may apply. You will be responsible for the cost of return shipping.

You must return the product to us in accordance with any instructions we provide to you. If you received a gift from us with your order, you must also return the gift with the product for us to process your refund. We will evaluate your returned product before your refund will be processed. We will process your refund within ten (10) business days of receiving your product if it satisfies the above conditions. If your product is not eligible for a refund, we will notify you immediately in writing.

1. **WRONG PRODUCTS RECEIVED**

We take care to ensure that your order is dispatched quickly and accurately and it is rare that you will receive an incorrect product as we double-check all orders before they are shipped. However, if we have made a mistake or error in shipping, please notify us within 2 business days of receiving your order. We will then provide instructions on how and where to return the product. Please do not ship anything back without contacting us first.

1. **DAMAGED SHIPMENT**

If you believe you have received damaged goods, please provide details of the damage and any other problems to us **and** the carrier within 2 business days of receiving your order.

At time of delivery, if the packaging appears damaged on the outside, please refuse to accept the product from the carrier. Please notify us immediately.

If you choose to accept the product and if the delivery of the product requires a signature, please ensure you include a note at the time of signing stating the package is or appears to be damaged.

*\*Our goods come with warranties and guarantees that cannot be excluded under the Australian Consumer Law (Consumer Guarantees). You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

1. **FREQUENTLY ASKED QUESTIONS**

* Q. ***"Why do I only have two days to notify you of any problems with my order?"***

A. This is necessary to allow us to determine the best course of action regarding how the damaged/defective/incorrect item(s) will be taken care of. In many cases, time is of the essence, and the quicker we are aware of the issue, the better the results. To serve you better, we request that you inspect all of your products for obvious defects and/or blemishes within 2 days of receiving them.

* Q. ***"What is a Restock Fee?"***

A. All returns are subject to a restocking fee. We have a standard restocking fee of 15% on returns within 30 days. This fee can vary, as is disclosed below.

1. If you wish to return a product but do not place a re-order, the standard restocking fee of 15% (for items returned within 30 days) will apply.
2. If a reorder is placed for a similar product that costs substantially the same as the original product, the restocking fee may be reduced from 15% to 10%. For a product to be considered a "reorder", the product must directly replace the item that is being returned, in both, price and type. For example, if a $200.00 fitting is returned, the reorder must be for a fitting of comparable value.
3. Please note that if the reorder is returned, the restocking fee for the return of the reorder will be a minimum of 25%.
4. Our standard restocking fee on orders returned after 30 days of purchase can be as low as 25%. However, the fee will depend on the amount of time that has passed since the delivery of the product and/or whether our instructions regarding the return have been adequately followed.

Also, please note that we have the discretion to accept or refuse a request to return a product that is received after 30 days from the date of purchase. Such returns, if accepted, are subject to a higher restocking fee. We will let you know our decision at the time of responding to your request.  
  
Your reorder must be placed prior to your credit being processed. If you wish to reorder right away, reference will be made to your return on your reorder to ensure that you receive the lower restocking fee. If you need to apply your credit to your reorder, you can do so, but we will need to receive the product and/or credit for the product before applying the credit to your reorder.

* Q. ***"If I ordered wrong, do you pick up the incorrect product(s) if I reorder?"***

A. Unfortunately, no. If we have shipped an incorrect item, or if the item is defective, then we do take responsibility of the shipping both ways (see our FAQ on incorrect/defective items).

However, as we cannot be held responsible for a request for a return of a product that was incorrectly ordered, you will be responsible for the shipping costs associated with returning the product to the warehouse of origin. We reserve the right to deduct the shipping costs from any credit that you may be entitled to.

* Q. ***"What happens to my package if I accidentally provided the wrong address for shipping?"***

A. Once an order has been shipped, it will be delivered to the address provided by the customer. Should that address be incorrect or incomplete, the shipping carriers charge a fee for an address change request, or to return it to our warehouse. Unfortunately, as this is a cost they will not waive, we must ask our customer to accept responsibility for providing an incorrect or incomplete address. We will ask the customer to pay the additional charge to redirect or re-ship the order. Generally, there are two options in such a situation, being:

1. pay for the posted shipping cost for the reshipment; or
2. request a return and a credit (less the restocking fee and shipping) will be issued.

Should you need the order re-shipped, we will also charge you for any charges incurred from the shipper in returning the order to us.

* Q. ***"What happens if I accept a damaged shipment? Will you take care of it?"***

A. If you do accept a damaged shipment, please inform us and the carrier immediately within 2 days of receiving the shipment. Depending on the product and where/how it was shipped, it may be necessary for you to directly deal with the carrier. Most trucking companies will only deal with the receiver in cases of damaged goods.

If there is any internal damage to the product that is not visible from the outside, you will need to report this to both, us and the carrier, within two days of receiving the product.  
  
Once you have provided us (and the carrier) with this information we will send you complete instructions on how we will be taking care of the damaged goods. We wish to take care of you and get your damaged product replaced as soon as possible. Please do let us know if you have not received the instructions within 1-2 business days.  
  
Please DO NOT ship the product back to us without contacting us first and receiving all the important instructions.

* Q. ***"How do you take care of defective items?"***

A. Should we determine that the product is in fact defective (and was returned in accordance with our return instructions and policy) AND if we are replacing the product for you, we will not only pay the cost of shipping the new non-defective product to you, but we will also reimburse you for standard delivery rates (not priority) that the shipper charges for shipping the defective product back to us.

As our standard practice is to replace the defective item at no charge, should you choose to return the defective item rather than replace it, an applicable credit will be processed if we have received, tested, and have confirmed that the item is defective. If we confirm that the item is defective, return shipping will be at our expense, and we will issue a full credit for the defective item only (i.e. original shipping & handling will not be refunded).  
  
Items returned after 30 days may be subject to a restocking fee or may not be returnable at all (we will let you know if this applies to your return).

* Q. ***"How do I return items I don't want or need?"***

A. Listed products (items that are listed on our web pages) may be returned within 30 days of receiving them provided that certain conditions are satisfied, namely being that the products must be brand new (never used) and in perfect condition with all unopened manufacturers' packaging (please read our returns policy for further detail). To keep our prices at their lowest, we charge a standard restocking fee (which can be lowered with a comparable reorder) and your original shipping charge will not be refunded. Items returned after 30 days (should it be decided that they will be accepted), may be subject to a higher restocking fee.   
  
We do not accept returns for used or assembled products.   
  
Please contact us if you wish to return any products. Items must be brand new (never used), in perfect condition, with all unopened manufacturers' packaging. We will provide instructions on how and where to ship the products that are being returned.  
  
Please keep in mind, items returned after 30 days are subject to a higher restocking fee or may not be returnable at all.