



Refund / Returns Policy

This Refund Policy ("Policy") applies to the following purchases: Purchases through www.boxnbolt.com.au

1. General

- a) We offer refunds, repairs and replacements in accordance with the *Australian Consumer Law* and on the terms set out in this Refund Policy ("Policy").
- b) Any benefits set out in the Policy may apply in addition to consumer's rights under the *Australian Consumer Law*
- c) Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

2. Australian Consumer Law

- a) Our goods 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 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.
- b) We offer refunds, repairs and replacements in accordance with the *Australian Consumer Law*.
- c) The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy products and services.
- d) If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the *Australian Consumer Law*, the *Australian Consumer Law* will prevail?
- e) Further Information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*
- f) If a product which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.
- g) If a product which you purchased from us has a failure which does not amount to a major failure (as defined in the *Australian Consumer Law*) then you may still be entitled to have the goods repaired or replaced.

3. Cancellation and Change of Mind

- a) We do not offer any refund if you change your mind, or find the same product or service cheaper elsewhere.



4. Products Damaged During Delivery

- a) In the event that the product you ordered has been damaged during delivery
 - i) Please contact us as soon as possible
 - ii) Any damaged product must be returned in the condition in which it was received, together with any packaging and other items which you received with the damaged product.
- b) We will arrange to repair or collect the damaged product and replace it with an equivalent product, or to refund it, provided that you have contacted us within 14 days from the date of receiving the product.

5. Exceptions

- a) Notwithstanding the provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product purchased by you if:
 - i) You misused the said product in a way which caused the problem.
 - ii) You knew or were made aware of the problem(s) with the product before you purchased it.
 - iii) You asked for alterations to a product, against our advice, or you were unclear about what you wanted.
 - iv) Any other exceptions that apply under the *Australian Consumer Law*

6. Shipping Costs for Returns

- a) In the event that a product you have purchased fails to meet on or more Consumer Guarantees under the *Australian Consumer Law*, we shall bear any cost of shipping the said product (the "Returned Product") back to us, as well as any cost of shipping any replacement product to you.
- b) If the Returned Product can easily be shipped or returned, then you are responsible for organising for the Returned Product to be returned to us. If the Returned Product is eligible for a repair, replacement or refund under the terms of this policy (including under the *Australian Consumer Law*) then we will reimburse you for the reasonable postage, shipping or transportation costs for the returned product.
- c) If the Returned Product is too large, too heavy, or otherwise too difficult to be removed and returned by you, and is believed to be eligible for a repair, replacement or refund under the terms of this Policy (including under the *Australian Consumer Law*), then we will organise for the postage, shipping, transportation or collection of the Returned Product, at our cost.
- d) In the event that we organise and pay for the inspection, postage, shipping, transportation or collection of a Returned Product, and it turns out not to be eligible for a repair, replacement or refund under the terms of this policy (including under the *Australian Consumer Law*), then you will be required to pay the costs of any inspection, postage, shipping, transportation or collection of the Returned Product.



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7. Response Time

- a) We aim to process any requires for repairs, replacements or refunds within 3 business days of receipt.

8. How to Return Products

- a) You can contact us using the details at the end of this policy to discuss a returned using the information
- b) Unless otherwise defined at our sole discretion, we shall pay all refunds in the same form as the original purchase or to the same account or credit card used to make the original purchase.
- c) To be eligible for a refund, repair or replacement, you must provide proof of purchase.
- d) You may be required to provided a government issued identification to qualify for a refund, repair or replacement.

9. Contact Us

- a) If you wish to speak to us about this policy or about any refund, repairs or replacments, please email support@imagineideas.com.au.