

RETURNS POLICY

We are not required to provide a refund or replacement if you simply change your mind about the items.

If your item has a major problem, you can either:

1. Choose to return the item and obtain a refund;
2. Exchange the item for a replacement item or an item of the same value; or
3. Elect to keep the item and we will compensate you for any proven loss in value of the item from the price paid. We accept no liability for any injuries caused by the item or which flows from its retention or use if you decide to keep it with a major problem.

A major problem includes when the item:

- has a problem that would have stopped someone from buying the item if they had known about it;
- is unsafe;
- is significantly different from the sample, description or image portrayed; or
- is significantly unfit for the purpose that an item of the same kind is commonly supplied for.

If your item has a minor problem, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a replacement item or goods to the same value.

If you would like to return an item, you will need to provide us with proof of your purchase e.g. your receipt, and you will be liable for any return costs or expenses.