



Return and Refund Policy and Procedure [CM001]

Purpose

The purpose of this policy and procedure is to ensure customer satisfaction and a transparent approach to returns and refunds.

Returns

It's important that all customers are happy with their purchase. **To allow change of mind in good faith for our customers, customers are allowed to change/make changes to their order within 24 hours from placing the order. Customers must contact customer service team to discuss any change of mind requests.** However, if they are not totally satisfied, or simply just change their mind, they cannot return their products after **5 days of purchase**.

We will only give you a full refund if the product is delivered late (10 days or more after purchase).

If the customer has already assembled the product, they **cannot** return it. Our goods come with guarantees ~~that are excluded~~ **included** under Australian Consumer Law.

To be eligible for a return, your item must be unused and in the same condition that you received it. ~~It also must be in the original packaging.~~ **You do not have to return products in the original packaging in order to get a refund. When a product is too large, too heavy or too difficult to remove, our company will pay the shipping cost. Customers must contact customer service team to discuss details.**

To complete the return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted, if applicable:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 5 days after delivery.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.



ECO

AUSSIE OFFICE DESKS

If the goods are faulty or not as described, the customer will always be entitled to return the goods to us. They are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

Customers are entitled to have goods repaired or replaced if the goods fail to be of acceptable quality.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Pricing

All prices displayed on our website are correct and non-negotiable.

If you see a product with two different prices on our online store and in marketing material, it is understood that the correct price is the ~~highest~~ lowest price listed.

Date	Version History	Version
1 August 2022	Policy and procedure approved	1
Date of update	Policy and procedure updated to comply with legislation and industry standards	1.1