

At Artref, we are committed to providing quality products and excellent service.

This Returns, Refunds & Warranty Policy outlines the conditions under which returns, refunds and warranty claims are accepted in accordance with Australian Consumer Law.



Nothing in this policy excludes, restricts or modifies any rights or remedies available to you under Australian Consumer Law.



1. CHANGE OF MIND RETURNS

We accept change-of-mind returns subject to the following conditions:

- ✓ The return request is made within **30 days** of purchase.
- ✓ Proof of purchase is provided.
- ✓ The product is unused, undamaged and in its original packaging.
- ✓ All accessories, manuals and components are included.
- ✓ The item is a stocked product and not a special-order or non-returnable item.

We reserve the right to refuse a return where:

- ✗ The return is requested outside the approved return period.
- ✗ The product has been used, installed, damaged, altered or is not in a saleable condition.
- ✗ Original packaging is damaged or missing.
- ✗ The item was purchased as a special-order, clearance or non-returnable product.



Approved change-of-mind returns may be subject to a restocking fee at management's discretion.



4. SPECIAL ORDER PRODUCT

Special-order, custom-made, non-stock or supplier-specific products cannot be returned for change of mind unless approved by management or the supplier.



2. RETURNS OUTSIDE 30 DAYS

Returns requested more than 30 days after purchase will generally not be accepted unless:

- ✓ The product is faulty.
- ✓ Australian Consumer Law applies.
- ✓ Approval is granted by management as a goodwill gesture.



Products returned after extended periods due to no longer being required will not normally qualify for a refund, exchange or credit.



3. FAULTY PRODUCTS & WARRANTY CLAIMS

Products believed to be faulty must be returned for inspection and assessment.

Where a product is found to be faulty, customers may be entitled to a:

- ✓ Repair
- ✓ Replacement
- ✓ Refund

in accordance with Australian Consumer Law and any applicable manufacturer's warranty.

We may require:

- ✓ Proof of purchase.
- ✓ Details of the fault.
- ✓ Inspection or testing of the product before determining an outcome.



5. RETURN PROCEDURE



6. MANAGEMENT DISCRETION

Management reserves the right to assess individual circumstances and approve exceptions where appropriate.



7. REVIEW

This policy will be reviewed annually or when legislative requirements change.



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