



## Returns and Exchanges

### Policy

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All refund rights under both State and Commonwealth law apply.

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 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 failure does not amount to a major failure. If the failure is minor, we reserve our right to offer to repair only. We reserve the right to not offer a refund or an exchange coupon.

Please read the following carefully to ensure you are fully aware of your rights under the policy and our obligations to you.

#### When you change your mind

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

But you can choose a refund or exchange if an item has a major problem. This is 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 or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

Alternatively, you can choose to keep the item and we will compensate you for any drop in value.

If the problem is not major, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement.

Please keep your proof of purchase.

#### Proof of Purchase

Returns, refunds, exchanges or repair requests must be accompanied by any one of the following proof of purchase documents:

- Online Tax Invoice (order confirmations will not be accepted)
- Financial Statement (i.e bank statement, credit card statement)

### Privacy

You will be asked for information that is relevant to your return or to satisfy legislative requirement. If you do not provide this information, then we may be unable to process your return. NAPSA will record your name and form of identification provided, which may be accessed by authorised NAPSA committee members for fraud protection activities. Information collected will be securely stored in accordance with our [member privacy policy](#).

For further information, please contact NAPSA via email on [secretary@napsa.org.au](mailto:secretary@napsa.org.au)