



RETURNS POLICY

Please be aware of the following returns policy in the event you are not 100% satisfied with your purchase.

Time

Subject to all other provisions herein:

- All items returned within 30 days after their original purchase date may, at our discretion, be subject to a 15% handling and re-stocking fee.
- Items returned to Westralia Springs more than 30 days after their original purchase date will not be accepted for adjustment.

Condition of parts

To be considered for adjustment, all returned items must be in “as new” condition.

Specific attention will be paid to:

- Cleanliness
- Scratches, dents or damage of any sort
- Witness marks

Items that have been used or fitted will under no circumstances be accepted for adjustment. Items that have been specifically manufactured will not be accepted.

Packaging

To be considered for adjustment, all returned items must be in their original packaging and the packaging must be in a resalable condition. Where we judge the packaging to NOT be in a resalable condition we will, at our discretion, reduce the adjustment amount by 15%

Buy-ins

Items that are non-stock and have been specifically bought in by us at the specific request of a customer will not be accepted for adjustment under any circumstance.

Freight

Under all circumstances, costs incurred in freighting items back to the original point of purchase will be at the customer's expense. In the event that an item has been returned to us for adjustment, and has not subsequently been accepted by us for adjustment, the costs incurred in freighting the item back to the customer will be at the customers' expense.

In the event that an item has been returned to us for adjustment, and has been subsequently been accepted by us for adjustment, we reserve the right to deduct any outstanding freight costs from any adjustment amount provided.

Where an item has been accepted for adjustment, and the purchaser paid freight on the original purchase, the freight will not be refunded as part of the adjustment.

Acceptance

Our physical acceptance of an item does not constitute an agreement that an adjustment amount will be provided. Adjustment can only be provided after item has been assessed based on the above outlined conditions.

Copy of Invoice

In order to be considered for an adjustment, all items must be accompanied by a copy of the original tax invoice relating to the purchase of that item.

Assessment

In all matters pertaining to the above, judgment will be at our sole discretion.