

- If you want to return a defective item, you can contact us on 1300 133 599 (Weekdays: 9:00am to 5:00pm, Saturdays: 9am to 3pm, Sundays & Public Holiday: Closed) and our support team will assist you further. Please make sure you have your order number ready with you. To support in the return process, photos and/or videos of the item may also be requested
- Once a return is authorised, the buyer is accountable to make sure the product is firmly packaged to avoid any damage during the return process. It may affect the final decision to be offered in case of failure to do so, which may include replacement items, repairs, or store credit at our sole discretion
- In case, the product(s) are not usable, or a major manufacturing defect is detected, the customer may opt between a replacement product and a full refund through the original payment mode
- Please keep in mind that it may take up to 6 business days to get the refund processed. The replacement will be shipped at no extra cost to the customer in cases where a replacement product is to be provided. To facilitate Bargains Online to offer the best possible price continuously, freight arrangements may differ depending upon the time that has expired since purchase
- Bargains Online may provide details allowing return of the item at no cost to the customer (where freight costs apply) within 7 days of the customer purchasing the item. The buyer is responsible to return the item at their expense where the item was collected from our warehouse. The customer is responsible for the cost of returning the goods following this 7-day period. The result of the inspection should take no more than 8 business days from the date the item is received by our support department (time duration might differ) wherein the item is needed to be returned
- Although many of the spare parts are stocked in Australia, we may have to order some parts from the supplier on your behalf. Though several ordered parts reach within 15 days, a small number of tough to order parts might require up to 8 weeks arriving.
- If a deposit is made on a product(s) the deposit is to be 10% of the total price, if the order is cancelled by the customer this deposit is non-refundable

### **OUR 30-DAY RETURN POLICY**

- In case you purchased an item by mistake or changed your mind, it might not be too late for you to get a refund. Just go over the below details to check if you're eligible for a refund
- If you wish to return an item, you should inform us within 30 days of receiving the item. At this time, all relevant returns information will be provided
- The item must be returned in its original re-saleable condition with all the tags and packaging (ready to be put back on the shelf) at the buyer's cost
- To make sure the item is received in its original and re-saleable condition, it must be securely packed
- When received, the item(s) are NOT opened, used, worn or damaged, and is in perfect condition

- **AVOID** sticking or writing anything on the item itself or on its packaging. Please use only the outer postage packaging to write or place postage stickers
- A 20% postage fee shall be deducted from the refund amount in case the item was sent with a free postage
- A revised refund amount may be needed if the item has undergone damage in transit, or does not return as noted above
- A revised amount will be refunded to the same account which was used to purchase the item.
- 10% re-stocking fees will be applied
- Postage fee will NOT be refunded
- This return policy does not cover Trailers

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