



# REMASTONE

ABN 20 094 428 430

## Remastone Refund and Exchange Policy

Please choose carefully as Remastone does not give refunds if you simply change your mind or make the wrong selection. Exchanges and refunds can be given where goods are faulty, wrongly described, different from a sample shown to you or don't do what they are supposed to.

- All claims must be made within 3 days of delivery and before the goods are handled and/or used.
- In order to obtain a refund or exchange for a product purchased from Remastone, you must have clear proof of purchase.
- If we cannot be satisfied that you purchased the product from us then, under the law, we are entitled to elect whether or not to accept your product for return or exchange.
- Where the manufacturer's assessment finds that there is no fault with the goods, or that the goods have been damaged due to misuse or abnormal use of the goods by a third party not associated with Remastone, we will have the right to refuse the claim for a refund or exchange.
- Unfortunately, Remastone cannot offer a refund or exchange where the product has sustained damage due to abnormal use, wrong application or if the cause is the result of other products applied to it.
- The manufacturer will assess the products and determine whether the fault is a minor or a major one:
- If the fault is minor and can be repaired within a reasonable time, the consumer cannot reject the goods and demand a refund. Remastone will offer to fix the problem after an inspection by a representative. We may choose one of the following options:
  - Provide a refund;
  - Replace the goods;
  - Repair the goods;
  - Or come to other arrangement that is suitable to both the company and client.
- If the client feels that the fault is major, the client will need to notify Remastone of the situation as soon as practical and before the goods have been handled or used. Remastone will inspect the goods and determine if they are substantially unfit for their normal purpose and cannot easily be fixed within a reasonable time frame and will work with the client to rectify the situation by offering an exchange or a refund.
- **No refunds or Exchanges will be given if:**
  - **The goods have been thrown away, destroyed, lost or damaged through no fault of the supplier, after delivery to the client;**
  - **The goods have been attached to other property and cannot be removed without damage;**
  - **The goods have been installed incorrectly by a third party;**
  - **Too much time has passed.**
- When a refund is granted, we will refund the original purchase price via the same method of payment indicated on the receipt. If you are granted an exchange for another product, you will be offered the new product at its recommended retail price and in some cases the difference in price will have to be paid by the customer.
- In certain circumstances, Remastone may at its own discretion refund the client for certain reasons other than the goods being faulty or not suitable.
- It's entirely up to Remastone to offer this solution and charges will apply being all delivery costs involved as well as a handling fee of \$100.