

RETURNS POLICY



This Returns Policy applies to Products purchased from First Choice Warehouse via the Website or our Stores. All Products are supplied subject to our Terms and Conditions (Terms), which should be read together with this Returns Policy. Capitalised words have the same meaning as in the Terms unless otherwise indicated.

This Returns Policy applies to Change of Mind returns only.

For Warranty or Consumer Law issues please refer to our Terms.

Subject to the below Conditions and Exclusions:

- We offer a Money Back Guarantee for change of mind returns, valid for 21 days from date of purchase.
- We offer guaranteed change of mind return and exchange or store credit, valid for 30 days from the date of purchase.

Conditions

- Returned Products must be in original packaging and in new condition
- All packaging must be intact and complete, including but not limited to internal foam/sleeves, installation instructions and Products must be in new condition
- Product packaging of all Products to be returned for refund, credit or exchange, must be free of writing, postage labels and damage
- Freight /courier costs associated with the return or exchange of Products purchased online or instore, to be arranged and paid for by the Customer
- The Customer is required to complete the returns form (and/or other returns process) of the relevant Supplier (refer to clause 2.4 of the Terms)
- Proof of purchase must be presented
- NO refund, exchange or credit on Products after 30 days from date of purchase
- **Special Order Products** purchased online will incur a **30% re-stocking fee** should the Product be returned or exchanged
- **Local Supplier Products** purchased instore will incur a **30% re-stocking fee** should the Product be returned or exchanged

Exclusions:

The following are not eligible for return, exchange, or refund:

- Any Product(s) that have been attempted to install or have been installed
- Products that are: not intact and in original packaging; used; damaged; not in re-sellable original condition
- Caroma baths | BellaVista shower screens | B.P.A Group shower screens once products have been invoiced from supplier
- Custom made | Custom cut | Custom finish products
- Clearance Products

Did your Products arrive damaged?

- Any Products damaged during shipment refer to **Shipping** for further information

Does your Product have a manufacturing defect?

- Refer to **Warranty** for further information

Need more information regarding your purchase return?

Online purchases - email us online@firstchoicewarehouse.com.au

Instore purchases - email store of purchase

blackburn@firstchoicewarehouse.com.au | brunswick@firstchoicewarehouse.com.au | moorabbin@firstchoicewarehouse.com.au