



## PARTS RETURN POLICY – 14 DAY MONEY BACK GUARANTEE

At JAYCO ALBURY WODONGA, we stand behind our product! That's why we offer a 14 Day "No Questions Asked" Money Back Guarantee. If for any reason a JAYCO ALBURY WODONGA customer is unsatisfied with their purchase, they can contact us within 14 days of taking delivery, and organise to return the product and receive a refund of the purchase price excluding the associated Delivery Cost, subject to the terms and conditions listed below:

- 1) To receive a refund under these terms and conditions the **customer must**:
  - a. contact JAYCO ALBURY WODONGA within 14 days of taking delivery of the product.
  - b. comply with all the directions of JAYCO ALBURY WODONGA staff.
  - c. return the product within 14 days of requesting the refund.
  - d. must return the product at their own cost. If they are unable to return the products, JAYCO ALBURY WODONGA may organise a courier to collect the products from the customer, the Return Costs are at the customer's expense.
  - e. **Return the product in the original packaging, with all accessories and in re-saleable condition.**
- 2) The **refund received** will be subject to the following:
  - a. the refund will be for the amount of the product purchase price as specified in the customer's Order.
  - b. That all products that carry a unique serial number must match the serial number on the invoice.
  - c. the refund will not include any Delivery Costs incurred by the customer.
  - d. any Return costs, including when items were ordered under a "Free Shipping" promotion, will be deducted from the refund at the current courier delivery rates.
- 3) **Change of Mind** – Refund or exchange  
If you have changed your mind on your purchase we may, at our complete discretion, provide you with a refund or exchange of goods. Conditions in clause 1 must be met as well as the products must be unused/unopened and in original condition.  
**No Refund or Exchange for change of mind will be given on Sales Items or if no proof of purchase can be supplied.**
- 4) **Special Order Items**  
No refund or exchange is available for change of mind if the goods are a Special Order Item. Special order items are those items which are specially ordered or customised at a customer's request. They are items which we do not normally stock due to the special nature of the item. A refund or exchange will only be given if special order items are faulty, wrongly described by us, different from a sample shown to you or do not do what they are supposed to do. **Any refund provided will be subject to a 20% restocking fee.**
- 5) Other Terms & Conditions
  - a. The 14 Day Money Back Guarantee period (in clause 1) will commence on the date that the customer accepts delivery of their product. Where there is no proof of delivery, this date will be assumed to be 3 business days from the date of dispatch of the product.
  - b. After receiving the returned products, JAYCO ALBURY WODONGA will contact the customer to issue a refund (as specified in clause 2) as soon as is reasonably practicable and the customer will be provided with e-mail acknowledgement. Refunds will be credited back via the initial payment method. JAYCO ALBURY WODONGA accepts no responsibility for any delays that may occur in receiving the refund as a result of any third-party payment gateway.
  - c. JAYCO ALBURY WODONGA reserves the right to make changes to the 14 Day Money Back Guarantee Terms and Conditions without notice.

**This policy is in addition to your statutory rights under the Australian Consumer Law.** Nothing in this policy is to be interpreted as excluding, restricting or modifying any applicable State or Federal legislation which cannot be excluded, restricted or modified.