

# Consumer Guarantees, Warranties, & Refunds

Australian Consumer Law protects consumers by providing certain guaranteed rights when purchasing goods and services. These rights, which automatically apply whenever goods or services are supplied to a consumer, are called 'Consumer Guarantees'.

Under Australian Consumer Law, these Consumer Guarantees cannot be excluded. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of "acceptable quality" and the failure does not amount to a major failure.

If you believe that a product that you have purchased from the Australian IG/Glass, your way Online Store is faulty please see our Returns, Exchanges, and Refund policies below which sets out the remedies that the Australian IG/Glass, your way Online Store will provide to you if you buy a faulty product from us.

## REFUND POLICY

### **Returns**

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging and undamaged.

Several types of goods are exempt from being returned.

Any item that is custom made or made to order cannot be returned.

To complete your return, we require a receipt or proof of purchase.  
Please do not send your purchase back to the manufacturer.

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Late or missing refunds (if applicable)**

If you have not received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you have done all of this and you still have not received your refund yet, please contact us at [sales@australianig.com.au](mailto:sales@australianig.com.au).

**Sale items (if applicable)**

Any returned items which were in a sale, will be refunded at the sale price, minus the delivery fee and once it has been inspected.

**Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@australianig.com.au](mailto:sales@australianig.com.au) and we will specify a return address

**Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item was not marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

**Shipping**

To return your product, please email us and we will specify a return address.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$100, you should consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.