

# Returns Policy

To return an item(s) under this policy, product(s) must be in original packaging, with all included accessories in a new condition suitable for sale. If clarification is required for any of the following or if you wish to raise an RMA (return merchandise authorisation) call Jaybro on 1300 885 364.

## **OUR COMMITMENT**

'To make life easier for construction contractors' is our mission and is extended to all aspects of our business.

We understand customers may need to return an item(s) purchased from Jaybro and we want to make it as simple and easy as it was to purchase that product(s).

Our returns policy addresses concerns you may have with your purchase if it is damaged, defective or faulty, or does not otherwise meet any consumer guarantee.

## **OUR RETURN POLICY**

The return of goods (other than in situations where Jaybro is required to accept the return of goods under the Australian Consumer Law, or when it is claimed that goods have been delivered incorrectly or in a damaged condition) must be approved by Jaybro.

Where the customer is not satisfied with a standard product(s) for any reason, they may request a replacement or refund for the product(s) within 30 days of the purchase date.

The customer must call 1300 885 364 and speak to a customer service representative to request an RMA (Return Materials Authorisation).

Special order and custom products cannot be returned unless affected by quality, does not match the artwork proof sign-off by the customer or it was agreed to in writing by Jaybro before the order was placed.

A restocking fee may apply, to be advised at the time of return.

We reserve the right not to exchange, refund or give credit for situations where a customer has simply changed their mind without consideration.

From Monday 6th January 2020 until further notice we will not provide a refund where you have simply changed your mind about a product purchased from Jaybro across the following products and product categories:

- Hand Sanitiser
- Dust Masks or Respirators
- Toilet Paper
- Surface Spray disinfectant
- Coveralls

## **PROOF OF PURCHASE**

You'll need to provide proof of purchase when returning a product(s) for return or refund.

If you can't provide a tax invoice, delivery docket or receipt you may be required to provide additional identification.

## **SHIPPING & HANDLING**

Pickup is available and dropoff is welcome at one of our warehouses.

For situations where Jaybro is not at fault delivery fees and services are non-refundable.