

# WallBeds Australia - Return/Refund Policy

Our Return and Refund Policy includes and does not seek to exclude or limit your rights under the Australian Consumer Law. If the consumer cancels a sale or returns carton-only sales, refunds will be based on the Office of Consumer Affairs guidelines. For returns, we follow Office of Consumer Affairs guidelines. Refunds are issued with a 20% deduction for administration costs.

WallBeds Australia highly recommends that all customers ordering cabinetry request a colour sample from our supplier. While we may be able to provide colour samples occasionally, it is essential to remember that we do not offer refunds once the order has been manufactured. Any exchanges will come at an additional cost to you. It is important to note that we cannot offer refunds if the product doesn't fit in your allocated space.

## ❖ Refunds

- We will start the refund process once we receive the carton at our warehouse. The goods will then be inspected to ensure that they are in a resaleable condition. If the condition of the goods is acceptable, we will credit a refund of less than 20% to your nominated account. Please note that the refund may take up to three weeks to reflect in your account. This includes the time required for the item to arrive at our warehouse, processing and additional processing time by your financial institution.

## ❖ Return Shipping

- WallBeds Australia is committed to ensuring customer satisfaction. If an item shipped by us is deemed incorrect as per your order or defective, we will cover the cost of return shipping. However, if you need to return an item for any other reason, you will be responsible for the return freight charges.
- All wall bed mechanism and mattress carton-only items will be returned to us in the original packaging.
- WallBeds Australia will not be liable for any freight costs for the return of flat-pack cabinetry goods.