



HY-LOK OCEANIA PTY LTD

ABN 40 132 010 845
2B ASSEMBLY DRIVE
TULLAMARINE, VIC.
AUSTRALIA 3043

Phone: +61 3 9334 5700
Email: sales@hylok.com.au
Web: www.hylokoceania.com.au

Refunds, Returns and Exchange Policy

1. Principles

- 1.1. All Refunds, returns and Exchanges must be communicated in writing to and be pre-approved by Victorian Head office personnel, prior to the return of goods.
- 1.2. Written requests should be made on the <Request for return form>. Copies can be obtained by
 - Requesting a copy by emailing sales@hylok.com.au, or
 - Via the Hy-Lok Oceania official website www.hylokoceania.com.au (Available soon)
- 1.3. Requests for refund/ return or exchange must be made within fourteen (14) days of purchase and the goods must remain completely unused.
- 1.4. Whilst multiple forms of proof of purchase are deemed acceptable by the current Australian Consumer Laws, we highly recommend submitting the Sales Invoices specific to the goods in question as the most efficient way of goods identification, thereby speeding up the process of refund/ credit issue.

2. Refund Policy

- 2.1. Requests for refund will only be approved in the following scenarios
 - Faulty items (manufacturing defect); or
 - Items failing to match manufacturer's performance specifications; or
 - Items failing to match Hy-Lok performance expectations at the time of sale
- 2.2. Received items may be subject to further inspection and investigation before a refund is issued.
- 2.3. Hy-Lok will reimburse customers for courier costs incurred in returning such items.
- 2.4. Customers will have the flexibility of choosing either direct refund or credit issued towards their trading account against their next purchase.

3. Returns & Exchange Policy

- 3.1. Returns will not be processed, or credit will not be issued unless 1.1, 1.2 and 1.3 above are satisfied.
- 3.2. Acceptable reasons for return and exchange of sold items include
 - Order of incorrect items placed; or
 - Excessive quantity ordered and received; or
 - Any other errors at customers end in the ordering process which are considered reasonable & genuine by Hy-Lok
- 3.3. Account credits will be issued as opposed to cash/ EFTPOS refund on such returns.
- 3.4. Twenty (20 %) percent restocking fee calculated on the returned goods value will apply. This will be withheld from the issued credit amount.
- 3.5. Received items may be subject to further inspection to determine re-saleability before final acceptance and issue of credits.