

# APARTMENT SOLUTIONS AUSTRALIA

## SHIPPING & RETURNS POLICY

### SHIPPING

All prices on our site are displayed in Australian Dollars (AUD) and will be charged in Australian Dollars. Shipping within Australia will take approximately two working days for processing and 6 - 12 business days shipping. For delivery we use Australia Post or a reputable courier or Transport service.

#### Shipping prices are as follows:

**Over Bonnet Storage Cabinets:** Delivery within the Gold Coast \$50, Brisbane areas \$100

Contact us to receive a quote for delivery anywhere else within Australia.

**Sensor Taps, Sensor Soap Dispensers, Hand dryers, Paper Towel Dispensers, Auto Sanitiser Dispensers Category Products:** Free shipping within Australia.

**Apartment Friendly, Common Area, Bin Room/Chute Category Products:** Shipping Charge: \$9 within Australia.

You should receive your order within 6 - 12 working days. If your product does not arrive in the timeframe, please contact us either by phone: 0415 850 753 or email: [apartmentsolutionsaustralia@gmail.com](mailto:apartmentsolutionsaustralia@gmail.com)

Postal address is Unit 7, 91-93 Spencer Road, Nerang, QLD 4211

## RETURNS: APARTMENT SOLUTIONS AUSTRALIA POLICY ON EXCHANGE AND REFUNDS?

If you wish to return an item due to damage or fault, we will exchange, or refund provided you return it within 7 days from the date of purchase with our original receipt (purchaser must pay for the return shipping).

Our policy under these circumstances is: You (the customer) are entitled to a refund for items you purchase from Apartment Solutions Australia if the item is:

- (a) faulty and the fault or defect was not pointed out to you before you purchased it or would not have been apparent to you when you inspected the goods before purchase; or
- (b) not 'of merchantable quality,' meaning that it is not of the quality that you reasonably expected when you purchased it, bearing in mind the way the item was described to you before your purchase and the price of the item; or

- (c) not fit for its purpose, meaning that the item does not do what you reasonably expected it would; and
- (d) you return the item within a reasonable time after purchase and provide Apartment Solutions Australia with proof of purchase, such as your receipt or bank statement. If you do not return the item within a reasonable time, you will not be entitled to a refund at the purchase price, but you will be entitled to exchange the goods or have them repaired.

Apartment Solutions Australia reserves the right to ask you to demonstrate that you did not cause or create the fault in the item. If you are entitled to a refund but you would prefer to exchange the item for another item(s) of equivalent value to the item Apartment Solutions Australia is happy to do this for you.

#### ONLINE CUSTOMERS:

For online customers, the Refund Policy also applies; however please note the following terms and conditions:

- Contact us via email or mail and advise us of your intention to return an item, please ensure you note what you are returning and whether you want an exchange or refund.
- Should you wish to exchange the item for an alternative size or colour, please enclose with your goods, a postage paid, self-addressed bag.
- Please note: all postage costs will be covered by the customer. If the same item is no longer available, a refund will be provided crediting your original method of payment.
- Once we receive your parcel, we will process your return. Refunds will be credited against your original method of payment, excluding delivery charges. Please send your return to the address below:

Unit 7  
91 -93 Spencer Road  
Nerang, QLD 4211

We recommend you send your goods back using a trackable delivery service as we do not accept responsibility for items lost in transit. Once we receive your parcel, we will process your return. Refunds will be credited against your original method of payment, excluding delivery charges.

#### **PLEASE NOTE:**

Please choose your product carefully. Apartment Solutions Australia do not normally give refunds if you simply change your mind or make a wrong decision. A restocking fee may be charged at the discretion of Apartment Solutions Australia.