

RETURN, REPAIR AND SHIPPING POLICY

Change of Mind

We do not offer refunds for:

- 1- change of mind;
- 2- if you find more competitive prices elsewhere
- 3- your damage to the goods by use in a way that was unreasonable
- 4- your damage to the goods upon delivery

Returns and Repairs for brand new goods

Please check with the manufacturer with respect to the terms of the manufacturer's warranty and the period of cover for your product that may be available.

Returns and Repairs for second-hand goods

In accordance with Australian Consumer guidelines, Newhand Equipment will always replace or exchange damaged or faulty goods provided that you notify us of the damage or fault within 24 hours from delivery. If the item cannot be repaired or replaced we will issue you with a credit or refund.

Any claims for damage and/or defects MUST be reported within 24 hours, without exception.

Please contact us immediately and please be sure to include your Receipt/Proof of Purchase/Order Number and an explanation for return with all returned items. We will require photos of damages to the product and to the packaging and phone contact with our store. The products must be in original packaging. Please retain broken parcel/s (and packaging) until authorised by us, as they may be required by our Courier and/or Australia Post as proof of damage.

Goods returned for repair will be assessed and/or repaired within a reasonable time. You may be provided with an indicative repair time, which time may vary due to reasons beyond our reasonable control, such as part availability and incorrect fault description.

You may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide you with an indicative fee, which fee may vary due to reasons beyond our control.

In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished or used parts may be used to repair the goods.

Please note that we will not repair or accept return of any goods that are sold "as is" or if you are made aware of the defect at the time of sale.

Newhand Equipment will not be responsible for any loss of data for any returned goods.

Return Process

Returning purchased items is simple and quick. Here are the steps:

Simply contact Newhand Equipment customer service team via email at "sales@newhandequipment.com.au" or via telephone at (03) 8524-4760 and provide:

A reason for each item(s) you are returning and action you want (i.e. repair or replacement)

Confirmation/update of your contact information

A comment (if necessary) for additional details

Upon your return request, we will usually reply within 7 business days with a returns authorisation. If the product is not defective, damaged or wrongly sent, you will need to organise a trackable way to send back the product at your cost.

Be sure to ship to our main distribution centre in Clayton, unless otherwise specified. Be sure to include return authorisation (RA) form as returns will not be accepted without it. Please allow as little as 7 days but up to 30 days for returns to be processed and credit issued after we receive the product in our warehouse. Credit will be issued to the account or original form of payment.

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

Refusal of a Returned Item

We reserve the right to refuse a returned items if the items do not comply to our returns policy. Refused items will be returned to you and additional postage will be charged. We accept no responsibility for returns that are sent by non-traceable postage methods and are not received. Unfortunately without the items we cannot issue an replacement or credit. We strongly suggest you send your returns using a traceable method.

Shipping Costs

Shipping costs are the costs incurred by Newhand Equipment, in shipping the product to you.

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable.

You should consider using a trackable shipping service or purchasing shipping insurance.

Order Cancellations

Items may not be cancelled once an order has been placed.

Refunds

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 credit or refund. If you are approved, then your credit or refund will be processed, and a credit will automatically be applied to your store account or original method of payment, within 14 business days.

Late or missing refunds

If you have not received a refund, first check your bank account. Then contact your credit card company as it may take some time before your refund is officially posted. You must also contact your bank. There is often time involved in processing a refund before it is posted to your account. If you have done all the aforementioned steps and have still not received your refund, please contact our store.

Please submit your information or request to our email: sales@newhandequipment.com.au