

## Refund Policy

Thanks for purchasing our products In-Store or at [www.australianfiltersales.com.au](http://www.australianfiltersales.com.au)

In order to be eligible for a refund, you have to return the product within 30 Calendar Days of your purchase this **Excludes Specially Made Products.**

The product must be in the same condition that you received it and undamaged in any way, all packaging, instructions etc as well as a copy of the invoice must be with the goods upon return.

After we receive your item it will be inspected and if approved, we will process your refund. The money will be refunded to the original payment method you've used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement. Trading accounts will have their refunds processed and returned as credit to their 30 Day Account.

If the Product and or packaging is damaged in any way, Change of mind, or you have initiated the return after 30 calendar days have passed, you will not be eligible for a refund.

In the event you have ordered an incorrect product you may be eligible for a refund or store credit upon approval from the store manager.

Specially Made To Order products are Non-returnable, Refundable or Cancel-able once ordered.

If anything is unclear or you have more questions feel free to contact us.

18 Enterprise Crescent

Maison Dieu

Singleton NSW 2330, Australia

(02) 4046 1840

[sales@australianfiltersales.com.au](mailto:sales@australianfiltersales.com.au)