

Returns, Dispatch and Deliveries Policy

Returns Policy:

1. Faulty or items received in error: If you have received a faulty item or received an item in error, we are happy to replace, exchange or refund the cost of the item for you. We will pay the costs of postage and handling if you return a faulty or an item received in error. If you choose to exchange or replace the item we will pay the costs of postage and handling of the replacement item. Please contact us before returning any items.

2. Damaged Items: All products are carefully packed to ensure reasonable handling through the delivery process. We are not responsible for damage resulting from abnormal or extreme delivery conditions.

Dispatch and Deliveries Policy:

All Australian Filter Sales products are delivered via our own Trucks, TNT, Aramex or Australia Post. Postage will be calculated at checkout; an additional charge will be incurred for buyers requesting express delivery. We will endeavour to have your order in the post within 5 working days of placing it. Custom Made Products can take longer sometimes 15 Working days. Please ensure that you provide a valid delivery address. Where a valid address is not provided the purchaser will bear the expense to have the goods re-delivered.

Ordering Policy:

All orders taken by telephone must be paid for by credit card when placing the order this is only if there is no trading account with us. All orders made using a purchase order system must be in writing (email, post) and have a valid Purchase Order number. Payment for goods may be made by credit card, Electronic Funds Transfer (EFT), Company Cheque. All prices are subject to change without notice.

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

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