

# Returns

## Returns for change of mind

### 1 General conditions

- (a) Where you change your mind about a product purchased from ABI, you may return it to ABI within 30 days of purchase, in exchange for a full refund.
- (b) Where a product is returned between 30 days and 90 days after the date of purchase, you will be eligible to receive a credit note.
- (c) In order to receive a refund or a credit note for a returned item:
  - (i) all returned products must be in their original, unused and uninstalled condition, including in their original packaging; and
  - (ii) all packaging must be free of writing, postage labels and damage.

### 2 Postage

- (a) All return postage costs are at the customer's expense.
- (b) ABI recommends that all returned items are sent with postal tracking and insurance.
- (c) Please do not apply postage labels directly to a product's packaging. All products should be returned in a separate postage bag or box.
- (d) All returned products should be posted to:

**ABI Interiors Pty Ltd**  
**27-45 City Link**  
**Drive, Carrara, QLD,**  
**4211**

### 3 Excluded products

ABI does not accept returns for change of mind on:

- (a) clearance or sale items; or
- (b) special order items, including mirrors, vanities or tiles.

### 4 Exchanges

- (a) ABI does not offer exchanges on change of mind returns.
- (b) Please place a new order for all new items.
- (c) At the time of making your return, you may request a credit note instead of a refund on your returned item. That credit note can be put towards the cost of your new item.

### 5 Processing your return

- (a) On receipt of your returned product to ABI, ABI will undertake a quality check of the Product.
- (b) Where the product and its packaging are in their original, unused and undamaged condition, ABI will:
  - (i) process your refund to the card on which payment for the product was originally processed, or issue a credit note within 14 days of receiving the product at ABI's warehouse; and
  - (ii) notify you by email once your claim has been processed.

- (c) Where you have purchased a product using a discount, you will be issued a refund or a credit note for the discounted value of that item. Where a discount has been applied to a whole order, discounts apply equally to the individual items within that order.
- (d) Where a product or its packaging is found to be damaged, has been installed, or is otherwise not in its original condition, that product will not be eligible for a full refund. The product may still be eligible for a partial refund. In such a circumstance, the customer can elect to either:
  - (i) receive a partial refund or credit note; or
  - (ii) have the product returned to the customer at the customer's cost.

**6 I am an international customer – how do I process a return?**

- (a) The process for international returns is the same as the process for local returns outlined above; as with local returns, all return postage or courier costs, including:
  - (i) any applicable customs fees, and
  - (ii) the cost of having a damaged product returned to the customer in accordance with clause 5(d)(ii).

are at the customer's expense.
- (b) The customer is responsible for organising any return postage or courier service.
- (c) ABI recommends that all return items are processed with tracking and insurance as ABI accepts no liability if the returned item is lost or damaged in transit.

**7 I am a Reseller of ABI products- how do I process a return?**

- (a) Where you are an official ABI Reseller or Affiliate, the above returns process will still apply to you. *You are responsible for the cost of shipping any returned items to ABI and complying with the above timeframes.*
- (b) Where your customers wish to return an ABI product, *they should return that product directly to you under your own returns policy.* You may then return that item to ABI, provided that the item complies with ABI's return terms.
- (c) You may, at your discretion:
  - (i) pass on the cost of returning a product to your end customer; or
  - (ii) direct your customer to ship a returned product directly back to ABI at their cost.

If you intend to do this, you should make this expressly clear in your own returns policy and any refund payments to your customer must still be processed by you.

**8 I purchased an ABI product from a store that wasn't owned by ABI – how do I process a return?**

- (a) ABI's Returns for Change of Mind Policy only applies to products purchased directly from ABI.
- (b) Where you have purchased an ABI product through a reseller, that product should be returned directly to the reseller under their own returns policy. Be aware, however, the reseller may not accept returns for change of mind.
- (c) Your reseller may direct you to ship the product directly to ABI (you should confirm with the reseller whether they expect you to bear the cost of doing so). However, note that where the reseller has directed you to ship the product to ABI, any refund payment will still be processed through the reseller.

**9 I received a damaged product/want to make a warranty claim -what do I do?**

- (a) This policy only applies to returns for change of mind.
- (b) Where you have received a product that you believe is not of appropriate quality, please:

- (i) refer to our warranty policy below; and
- (ii) contact ABI directly at [help@abiinteriors.com.au](mailto:help@abiinteriors.com.au).