

RETURNS POLICY

Würth Australia's Returns Policy is in addition to the statutory rights under the Competition and Consumer Act and similar laws. If you are a consumer as defined under Australian Consumer Law, the goods come with guarantees that cannot be excluded or limited under the Australian Consumer Law. This Returns Policy is therefore subject to, and will not apply to the extent that it limits or excludes, such guarantees.

It is your responsibility to check the goods on delivery. You must notify us in writing as soon as possible but in any case, no later than 14 days after delivery of the goods if the goods are faulty or significantly different from their description/sample.

Würth Australia will investigate such notice and inspect the goods in good faith. If Würth Australia agrees that the goods have a major fault (other than through abnormal use), Würth Australia will contact you and you may choose to either receive a refund or to have the goods replaced. If Würth Australia agrees that the goods have a minor fault (other than through abnormal use) we may elect to repair the goods for you within a reasonable period of time or to offer you a replacement (as appropriate and at our discretion). In both cases where we agree that the goods are faulty, we will reimburse you for any reasonable postage costs incurred by you to return the goods to us.

Unfortunately, Würth Australia cannot provide a refund or replacement of the goods where the goods have sustained damage due to abnormal use.

Change of mind returns cannot be accepted for goods purchased via our website. Würth Australia may accept change of mind returns for all other sales, and will discuss this directly with you if any change of mind request is made. In such circumstances, Würth Australia may charge a restocking fee. The restocking fee charged will reflect the costs incurred by Würth Australia in accepting the change of mind return and will not exceed 20% of the purchase price.

Goods returned to Würth Australia without Würth Australia's prior written approval may, at Würth Australia's discretion, be returned to you at your expense.

Changes to this Policy

Würth Australia may vary this Return Policy from time to time by publishing the updated version on its website. Any updated version of the Returns Policy will apply to orders placed after the date it is published (and not to any orders placed before that time). It is the Customer's responsibility to check the current Returns Policy on Würth Australia's website before placing an order.