

RETURNS POLICY

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Wurth 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 under the Australian Consumer Law.

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 48 hours after delivery of the goods if the goods are faulty or significantly different from their description/sample.

Wurth Australia will investigate such notice and inspect the goods in good faith. If Wurth Australia agrees that the goods have a major fault (other than through abnormal use), Wurth Australia will contact you and you may choose to either receive a refund or to have the goods replaced. If Wurth 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, Wurth 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. Wurth 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, Wurth Australia may charge a restocking fee of 15% of the purchase price of the item.

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

Changes to this Policy

Wurth Australia reserves the right to modify, revise or supplement parts of this document as it sees fit.