

RETURNS AND REFUND POLICY

As a valued customer of Walker Ceramics Australia we understand that under certain circumstances we need to accept returns of product for various reasons.

ACCC guidelines require products sold in Australia are

- acceptable quality
- fit for the purpose for which it is commonly used
- safe, durable and free from defects

We are also aware that some goods despatched via third party freight can arrive damaged and require replacement.

Some of these issues may not be immediately visible upon purchase.

With this document we hope to address any issues that may arise and assist you to request any refund or replacement in an efficient manner and provide a prompt solution.

Refunds or Returns may not be considered in the following circumstances

- change of mind
- you found it cheaper somewhere else
- you did not like the purchase
- misused a product in any way that caused the problem
- you found you had no use for it
- an extended period of time has elapsed since your purchase

Shop Purchases / Orders collected from Warehouse

Please check all items at time of purchase for any visible defects, our friendly team do check boxed items and endeavour to provide you with goods free from defect, should you notice a defective item please report it to our team and we will remove from the shelf.

When you have already left the store and notice a defect at a later date please go to our web site and download our Return Authorisation Request Form <https://walkerceramics.com.au/price-lists-forms/> please complete the form and email to sales@walkerceramics.com.au or fax to 03 8761 6344 – a team member will contact you to provide a solution and issue a Return Authority if applicable.

We do ask that you promptly check any goods purchased and report defects within 7 days of purchase.



Orders Despatched via Courier/Australia Post

Our Pick & Pack and Warehouse teams are experts in packing your items with utmost care and consideration, but sometimes even the most professionally packed items can arrive damaged. We ask that you unpack your items as soon as possible after receipt and inspect for damage.

If anything has arrived damaged, please take photos and download our Return Authorisation Request Form <https://walkerceramics.com.au/price-lists-forms/>. Please complete the form, attach your photos and email to sales@walkerceramics.com.au.

We ask that these claims be made within 7 days of delivery as in some cases we can reclaim the cost from the freight company if our claim is made in a timely manner.

In some cases we will ask you to return the items and will reimburse you for postage/freight, a Return Authority will need to be issued and must accompany the goods being returned.

On other occasions we may simply ask you to toss the items in the bin or allow you to keep them as well as replace the product, these options will be at the discretion of Walker Ceramics Australia and is dependant upon the product and circumstances.

Packaging

Any returns other than defective goods must be returned in their original packaging, unopened, with no labels, stickers or writing on the product or box.

The return of goods considered by the consumer to be defective is subject to testing by the manufacturer to determine if the goods are in fact defective and offer a credit or exchange of goods if applicable.

No refunds or exchange is available on Special Buy items unless they are deemed faulty by the manufacturer.



Items Covered by a Manufacturers' Warranty

Electrical and a few other items purchased from Walker Ceramics Australia are covered by the manufacturers warranty and we will assist you to remedy any warranty claims with the manufacturer.

These warranties are back to base warranties, meaning the customer is required to return the goods to the place of purchase for warranty evaluation purposes.

We then liaise with the manufacturer to determine what course of action needs to be taken under the warranty. We are governed by the manufacturer and ACCC guidelines on what must occur to make a claim under warranty – we endeavour to follow up with the manufacturer promptly and request the most efficient and effective resolution for our customer.

Walker Ceramics cannot simply replace the item immediately nor repair the item on the manufacturers' behalf, we ask for your patience when assisting you to determine if a major or minor fault exists and what the manufacturer allows us to do and what remedy they offer – please be assured we will work toward the best outcome for you as our valued customer.

In order to achieve the best outcome, we ask that you make an appointment to bring back any electrical item with a warranty claim so we may take down full details of the issues and test the product with you, this will assist us to “be on the same page” with you in addressing the manufacturer with your claim.

STEPS TO A RETURN

1. Download the Return Request Form here <https://walkerceramics.com.au/price-lists-forms/>
2. Complete the Return Request Form and email to sales@walkerceramics.com.au
3. Include photos if applicable
4. ***Wait for your Return Authorisation***
5. Return the product with the Return Authorisation
6. When the goods are Received by Walker Ceramics Australia they will be inspected and the appropriate credit and/or refund processed.
7. In the case of goods not deemed to be faulty you will be contacted and advised of the decision.

PLEASE NOTE ALL RETURNS MUST BE DELIVERED TO DESPATCH - NO RETURNS CAN BE ACCEPTED IN THE SHOP.