

Returns and Exchanges Policy

Your satisfaction is important to us! In the unfortunate event that you receive an incorrect or faulty product, please contact us in a timely manner so we can address the issue as soon as possible. Returns and exchanges are subject to the conditions of this policy.

- Plusrite Australia reserves the right to refuse return of products which are ineligible for return.
- Please choose carefully. If you are unsure, our team is available to provide product and technical advice including around sizing and compatibility to assist with your selection before purchase.
- All products are covered by warranties as per their data sheet, provided with each product on purchase. Product warranties cover replacement products only, unless there is a batch issue or Plusrite recalls a product.
- Eligible reasons for return include faulty product, or where the item received is not the item ordered.
- Items are NOT eligible for return in instances where 'No Returns or Exchanges' was a condition of sale (sometimes applicable during a 'Sale' or for discounted floor stock), or 'change of mind'.
- All returns require a completed Goods Return Form. Goods Returns Forms can be obtained by contacting Plusrite Australia on sales@plusrite.com.au or (03) 97082552.
- All requested fields of the Goods Returns Form must be completed including:
 - quantity of faulty items
 - item code/s
 - brief explanation of fault/s
 - invoice number
 - date of purchase.
- Completed Goods Returns Forms are to be emailed to sales@plusrite.com.au. Plusrite Australia will then advise whether the product/s need to be returned to Plusrite Australia or not.
- Exchanges will be offered as replacement for faulty product. Should replacement items not be available, a credit note to the value of the purchase price (after any discounts) will be issued. No refunds will be provided.
- Credit notes are issued electronically, via email. Credit notes are valid for 12 months.
- Credit notes can be applied at checkout by entering the unique code provided with the credit note. An order of equal value of the return must be placed before a credit note is processed.
- Slow moving stocks (aged stock) is to be returned within six months of invoice and must be in resalable condition.

The Plusrite Australia Returns and Exchanges Policy is provided in addition to your rights under the Australian Consumer Law.

Customer Support

Questions or complaints relating to the above Terms of Conditions or policies can be directed to:
The Manager

Plusrite Australia

Unit 5/13 Gateway Drive, Carrum Downs VIC 3201

[03 9708 2552](tel:0397082552)

sales@plusrite.com.au