

☎ 03 9398 0493 | ✉ sales@hardwoodforestproducts.com.au | 🌐 www.hfpattachments.com.au

RETURNS & REFUND POLICY – HFP ATTACHMENTS

This Refund Policy ("Policy") applies to all purchases from HFP Attachments, unless stated otherwise.

(1) CUSTOMER SATISFACTION IS OUR PRIORITY

At **HFP Attachments**, customer satisfaction is our priority.

We offer refunds, repairs, and replacements in accordance with the **Australian Consumer Law (ACL)** and on the terms set out in this Policy.

Any benefits set out in this Policy may apply in addition to consumers' rights under the Australian Consumer Law.

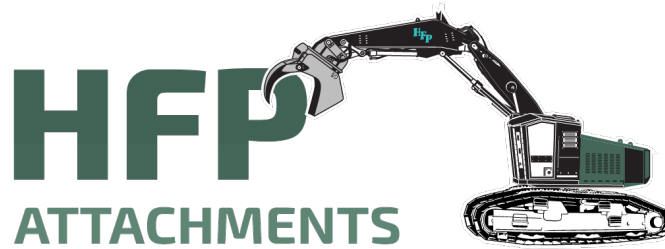
Please read this Policy carefully before making a purchase so you understand your rights, as well as what you can expect from us if you are not satisfied with your purchase.

(2) AUSTRALIAN CONSUMER LAW

(a) Under the Australian Consumer Law:

- Our goods and services come with guarantees that cannot be excluded under the ACL.
- For major failures with a service, you are entitled to cancel your service contract with us and receive a refund for the unused portion, or compensation for its reduced value.
- You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or service does **not** amount to a major failure, you are entitled to have the failure rectified within a reasonable time. If this is not done, you are entitled to a refund or replacement. You are also entitled to be compensated for any other reasonably foreseeable loss or damage caused by the failure.



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- (b) We offer refunds, repairs, and replacements in accordance with the ACL.
- (c) The ACL provides a set of **Consumer Guarantees** which protect consumers when they buy products and services.
- (d) If there is any inconsistency between this Policy and the ACL, the ACL will prevail.
- (e) For further information about the ACL and Consumer Guarantees, visit the **Australian Competition and Consumer Commission (ACCC)** website.
- (f) If a product or service purchased from HFP Attachments has a **major failure**, you may be entitled to a replacement, refund, or compensation.
- (g) If a product or service has a **minor failure**, you may be entitled to a repair or replacement.
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(3) CHANGE OF MIND

We do **not** offer refunds or exchanges if you simply change your mind, make an incorrect purchase, or find the same product cheaper elsewhere.

(4) PRODUCTS DAMAGED DURING DELIVERY

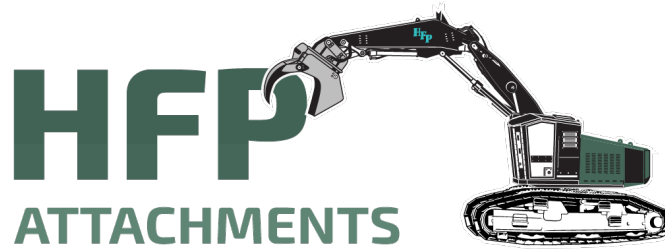
If a product arrives damaged:

- (a) Please contact us as soon as possible.
- (b) Any damaged product must be returned in the same condition it was received, including original packaging and accessories.
- (c) We will organise to repair, replace, or refund the damaged product provided you contact us within **7 working days** of receiving it.
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(5) EXCEPTIONS

We may refuse to provide a repair, replacement, or refund if:

- The product was misused in a way that caused the issue.
- You were aware of the problem before purchase.
- You requested alterations or modifications against our advice.
- Any other exceptions apply under the Australian Consumer Law.



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(6) SHIPPING COSTS FOR RETURNS

(a) If a product fails to meet a Consumer Guarantee under the ACL, HFP Attachments will bear any costs of returning the product to us, as well as shipping any replacement product back to you.

(b) If the product can easily be returned by post, you are responsible for sending it back. We will reimburse you for reasonable postage or freight costs if the return is approved.

(c) For products too large or heavy to be easily returned, we will organise collection at our cost, provided the product is eligible under this Policy.

(d) If we cover return or inspection costs and the product is later found **not** to be eligible, those costs may be charged back to you.

(7) ASSISTANCE FROM MANUFACTURERS

(a) Some manufacturers may provide additional warranties or support.

(b) These warranties may offer benefits beyond the ACL.

(c) You are not required to contact the manufacturer directly, but you may do so if preferred.

(8) RESPONSE TIME

We aim to process all refund, repair, or replacement requests within **7 business days** of receipt.

(9) HOW TO RETURN PRODUCTS

To request a return:

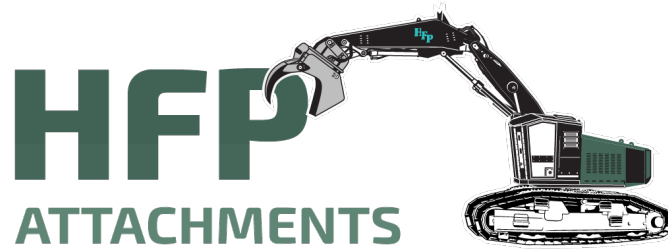
(a) Contact our team using the details below to discuss the issue.




(b) Refunds will be made using the same payment method or account as the original purchase, unless otherwise agreed.

(c) Proof of purchase is required.

(d) You may be asked to present valid identification.

(e) Returns should be sent to:




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HFP Attachments

Factory 3, 217 Colchester Road
Kilsyth, VIC 3137
Australia

(10) CONTACT US

If you have any questions about this Policy or would like to request a refund, repair, or replacement, please contact us:

 **03 9398 0493**

 **sales@hardwoodforestproducts.com.au**

 **www.hfpattachments.com.au**