

Return Policy

JUST SPAS NEWCASTLE RETURN, REFUND POLICY / CANCELLATION POLICY FOR Spas, Swim Spas, Urban Pools, Saunas, Bali Huts, Gazebos, Accessories.

Just Spas Newcastle has a strict Refund / Cancellation Policy in accordance with Australian Consumer Laws. In the event of a customer wanting to cancel their order for whatever reason, a full loss of all monies paid will be applicable.

JUST SPAS NEWCASTLE REFUND POLICY On Spa Parts

JUST SPAS NEWCASTLE will only consider a refund if a supply issue arises after 14 weeks from the date of order, however this will need to be approved by the Directors on a case by case assessment.

Any agreed refund can take to 60 days from the time of approval, and will be refunded via the same method as first paid. Just Spas Newcastle is not responsible or liable for any further claims against the cancellation or refund.

While the Consumer Guarantee Act provide the basis for our returns policy, we endeavor to go beyond your expectations and set the industry benchmark and exceed this statutory law. Just Spas Newcastle offers a 7 day money back guarantee not including freight with printed proof of purchase. If you cannot present your proof of purchase, we reserve the right not to offer a refund or store credit. For a product to be returned under our policy, that product must be unused and in a resalable condition unless faulty or otherwise defective.

Returning A Product

If you have simply changed your mind about your purchase we will happily accept your return and provide you with one of the following options, a full product purchase sale website credit less freight charges or refund to the value of the product's purchase price less restocking fee of 15% of the sale amount excluding freight charges will be applied. All we ask is that you send the item back to us unused within 7 days of purchase and in the original packaging, making sure that the product is in a resalable condition. Resalable condition means in the same condition that you received it with no scratches, marks or any sign of installation or use. We are not responsible for labor expenses, service call expenses, additional repair expenses caused by the use of wrong or defective parts during installation. Parts Not Returnable: Service manuals and special-order products cannot be returned for any reason. Electrical parts are not returnable if unsealed or shows sign of installation or use. – You can return your purchase for up to 7 days from the purchase date. – Products must be unused and in the same condition as when you received them and in the original box and/or packaging.

Here's what you need to do:

1. Email us at justspas@glamourpoolsandspas.com.au with details of the item/s you wish to return and the reasons why. Please include photos if deemed necessary. Where Customer Service has provisionally determined that a Product is defective, Customer Service will issue you with an RA number and form. A Returns Authority (RA) Form will be emailed back to you.
2. Complete the Returns Authority form and follow the instructions on the form.
3. Using a good carton, return package via insured Australia Post Mail or other Parcel Carrier of your choice at your cost.
4. Send returns to: 6 Pacific Highway, Gateshead, NSW, 2290, Australia

Return Authorization Number (RA)

A Return Authorization (RA) number is required for all replacement products and refunds. Where Customer Service has provisionally determined that a product is defective, Customer Service will issue you with an RA number. Products cannot be returned without an RA. The Product must be physically delivered back to Just Spas Newcastle within 30 calendar days of the issuance of the RA number. Where possible, all products should be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that shipped with the product. If the accessories are not included, only a partial refund will be applied. If after examining the returned product and the unit is found not to be faulty, the customer may be liable for the payment of a \$30 fee for handling charges and administration fees. For additional information on our return policies, please contact our Customer Service department or e-mail us at justspas@glamourpoolsandspas.au.

Refunds

Refunds will only be issued in accordance with our returns policy and will only be made to the original account used for payment. In some limited circumstances we may make a refund to an alternate account if the original has been cancelled or is not available. We will not consider requests for refunds after 7 days of purchase unless the product is deemed faulty by our Customer Service.