

E-Commerce Returns Policy

For Ecoshield Performance Coatings Pty Ltd – Online Store

www.ecoshield.com.au

Document Control

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E-COMMERCE RETURNS POLICY

1. Purpose

This Returns Policy outlines the rights of our customers and the responsibilities of Ecoshield Performance Coatings Pty Ltd for returns, refunds, and exchanges for purchases made via our online store. This policy complies with the Competition and Consumer Act 2010 (Cth) and the Australian Consumer Law (ACL).

2. Your Rights Under the Australian Consumer Law

You have the right to a refund, replacement, or repair if a product you purchase:

- Is faulty or of unacceptable quality
- Does not match its description or images provided online
- Is unfit for its intended purpose
- Fails to perform as promised or advertised

We will provide remedies as required under the ACL.

3. Change of Mind Returns

We are not obligated to provide a refund for change of mind. However, we may offer a store credit or exchange, subject to:

- Return request made within 14 days of delivery
- The product is unused, in original condition and packaging
- Proof of purchase (order number, tax invoice, or receipt) is supplied
- Return shipping costs are borne by the customer unless otherwise agreed

Note: Items that are custom-made, perishable, or sealed for hygiene reasons and opened after delivery are not eligible for change-of-mind returns.

4. Faulty, Damaged, or Incorrect Items

If you receive an item that is damaged, faulty, or not as ordered, please contact us at info@ecoshield.com.au within 7 days of receipt. We will:

- Request photographic evidence (where applicable)
- Arrange collection or provide a prepaid return label (if required)
- Offer you a repair, replacement, or full refund, including return shipping

5. Return Process for Online Orders

To initiate a return:

1. Email info@ecosshield.com.au with your order number and reason for return
2. Await our written return authorisation and instructions
3. Pack the item securely, including all original components and documents
4. Send to the address provided or await our arranged collection (where applicable)

Please do not send items back without approval, as they may not be processed.

6. Shipping Costs and Refunds

- For faulty or incorrect items: All shipping costs will be covered by us.
 - For change of mind: Return shipping is at your cost. Original shipping fees (if any) are non-refundable unless required under the ACL.
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7. Non-Returnable Items

Unless faulty, we do not accept returns for:

- Downloadable or digital products
 - Gift cards or vouchers
 - Opened liquids, chemicals, or sealants
 - Clearance items (clearly marked as “Final Sale”)
 - Items marked “non-returnable” in the product listing
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8. Refunds


Once approved, refunds will be issued to the original payment method. Please allow 5–10 business days for funds to clear, depending on your financial institution.


9. International Orders


Returns from outside Australia are only accepted for faulty or incorrect items. Please contact us to confirm eligibility and process. Return shipping may be refunded where applicable under ACL.

10. Contact Details

If you have any questions about this policy or require assistance, please contact us:

 info@ecoshield.com.au

 08 8185 7148

 www.ecoshield.com.au