

E-Commerce Returns & Cancellation Policy

For Ecoshield Performance Coatings Pty Ltd – Online Store

www.ecoshield.com.au

Document Control

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E-COMMERCE RETURNS & CANCELLATION POLICY

1. Purpose

This Returns & Cancellation Policy outlines the rights of our customers and the responsibilities of Ecoshield Performance Coatings Pty Ltd for returns, refunds, and cancellations 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 are entitled to a refund, replacement or repair if a product:

- 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 and in compliance with manufacturer's warranty.

3. Order Cancellations (Prior to Dispatch)

If you wish to cancel an order before it has been dispatched from our warehouse, the following terms apply:

- **Standard Items:** A cancellation fee of 5% may be deducted from your refund to cover non-recoverable merchant transaction fees and administrative processing costs.
 - **Custom Made / Special Orders:** Orders for products that are custom mixed or specifically manufactured to your specifications cannot be cancelled once production has commenced.
 - **Request Process:** Cancellation requests must be sent to info@ecosshield.com.au immediately. Once an order has been picked and packed for manifest, it is treated as a "Change of Mind" return (see section 4).
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4. Change of Mind Returns & Restocking Fees

We are not legally obligated to provide a refund for a "Change of mind". However, to support our customers, we may offer a store credit or refund (at our discretion) subject to:

- **14 Day Limit:** The request must be made within 14 days of delivery.

- **Condition:** The product must be unused, in its original unopened packaging and in resalable condition.
 - **Restocking Fee:** A 15% restocking fee applied to all “change of mind” returns to cover inspection, handling and administrative costs. This fee will be deducted from the final refund or credit amount.
 - **Exclusions:** We cannot accept “change of mind” returns for opened liquids, chemicals, sealants or custom made coatings due to quality control and safety risks.
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5. Non-Returnable Items

Unless a product is faulty, we do not accept returns for:

- Opened liquids, chemicals or sealants
 - Custom-mixed coatings
 - Downloadable or digital products and gift cards
 - Clearance items marked “Final Sale”.
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6. Return Process

1. **Authorisation:** Email info@ecoshield.com.au with your order number and reason for return. DO NOT send items back without written return authorisation.
 2. **Shipping:** For “change of mind”, return shipping is at the customer’s expense. We recommend using a tracked service, as we are not responsible for items lost in transit.
 3. **Inspection:** Once received and inspected, we will notify you of the approval or rejection of your refund.
 4. **Refunds:** Approved refunds (minus applicable restocking/cancellation fees) will be issued to the original payment method within 5-10 business days.
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7. 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