

# Gliderol Garage Doors

## Refund Policy

### CONSUMER PROTECTION LAWS

In accordance with Consumer Protection Laws in Australia and New Zealand:

a customer is entitled to a refund, exchange or repair if something they bought:

- is faulty or defective and they were not aware of it
- does not do the job they were led to believe it would do
- does not match a sample they were shown or
- was not as described on the box or in an advertisement

Businesses do not have to give a customer a refund if:

- the customer can't prove that they bought it (e.g. they don't have a receipt or in Gliderol's case an invoice)
- the customer changes their mind about it
- the customer damaged it
- the customer knew or should have known about a fault when they bought it (e.g. factory seconds)

### GLIDEROL'S POLICY ON REFUNDS

Gliderol will only give a refund if:

- the customer can prove that they bought it
  - Gliderol will however work with a customer and make strong attempts to find that customer in our system, even if the customer does not have their paperwork, and if the customer and their address can be matched a refund will be given
  - Refunds will not be made to third parties saying they represent the customer - the original customer is the only party that can be refunded to
- to a Customer who changes their mind about the product if and only if:
  - The product is resalable
  - Freight is not refundable

Gliderol will not refund where:

- The customer has damaged the product
- The customer knew or should have known about a fault when they bought it (e.g. seconds doors)
- Freight is not refundable unless an error was made by a Gliderol employee. If the customer changes their mind freight is not refundable.
- The item has been cut for length.

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