



ONLINE REFUNDS & RETURNS POLICY

This Policy is provided by the seller Australian Timber Supplies Pty Ltd ABN 86 149 787 431 ACN 149 787 431 ("ATS"), that has been selected by the customer to buy the particular product/s that are subject to this Policy

- Where, in accordance with these terms, ATS accepts return of any goods, risk in those goods shall revert to ATS upon delivery of the goods to ATS or upon collection of the goods by ATS's agent or courier whichever is the earlier.
- The goods supplied by ATS come with guarantees that, on or after 1 January 2012, cannot be excluded under the Australian Consumer Law ("ACL").
 - (a) On or after 1 January 2012, the Buyer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. The Buyer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This is without prejudice to any abatement of price or other settlement the Buyer and ATS may agree in writing to accept in full and final satisfaction of any objection in which case no additional claims of any nature whatsoever may be made against ATS.
 - (b) On or before 31 December 2011, in the event of justified objection notified by the Buyer to ATS the determination of which shall be in ATS's absolute discretion, in accordance with these terms, ATS may, at its absolute option:
 - i. reduce the purchase price by agreement with the Buyer;
 - ii. accept the return of the goods and, subject to the goods being returned in the same condition as when they were delivered to the Buyer, refund to the Buyer the purchase price; or
 - iii. replace the goods and no additional claims of any nature whatsoever may be made against ATS.
- In the event that ATS agrees in its absolute discretion to accept any return of goods supplied to the Buyer under these terms, in circumstances where ATS is not otherwise obliged so to do, the Buyer must pay to ATS a handling fee equivalent to 15% of the invoiced value of the goods returned.
- Should the Buyer make an order and subsequently cancel that same order, the Buyer will owe ATS an amount equivalent to 30% of the total amount listed on the invoice containing the cancelled order, if ATS has left the premises with the order for the purpose of delivering the order ('handling fee').
- No goods will be able to be returned to ATS, if those goods are in a condition which is not exactly as it was, when sold to the Buyer.
- Goods which the Buyer purports to return after 2 days from the date of purchase, will not be entitled to return the goods.
- Any claim of damaged or incorrect goods will not be accepted nor refunded by ATS, unless the claim is drawn to the attention of ATS at the time of delivery.