

Returns/Exchange Policy

Due to products being customised for each individual order we do not give refunds if you simply change your mind or make a wrong decision during the order process.

We will, however, refund or replace any goods that are faulty. All goods come with guarantees that cannot be excluded under the Australian Consumer Law.

Purchasers wishing to return goods should contact Get Smart Promotional Products for an authorised Return Form. Only goods specified on the Return Form may be returned. Please contact us at storesupport@gs promo.com.au.

REFUND CONDITIONS

- There is a full refund offered or exchange for any faulty items.
- Items that display "fair wear and tear" are not considered "faulty".
- If goods have been **decorated** incorrectly and Get Smart Promotional Products accepts responsibility of the error, a discount or refund may be given.

EXCHANGE CONDITIONS

- Please choose carefully since we do not refund or exchange items that are incorrectly chosen, or where you change your mind. This includes items which have been ordered with the incorrect colour or size (unless it is our error).
- We may exchange, but not refund, any undecorated items due to incorrect fit.
- Goods returned must be in the original condition as sent. Items must be in original packaging and not worn, laundered, soiled, altered, damaged, labelled or personalised or they will not be accepted for exchange.

STEPS TO RETURN & EXCHANGE ITEMS

1. Please email storesupport@gs promo.com.au outlining the item/s to be returned and ask for a Returns Form to be sent to you. This form will be emailed to you.
2. Once you have received this form, please print, complete and return the form with your item/s.
3. Please ensure you complete the Exchange Details on the Returns Form.
4. Send your item and the Returns Form by courier or registered mail to:
Attention: Returns
Get Smart Promotional Products
3/138 George Road
SALAMANDER BAY NSW 2317

PLEASE NOTE: Returned items without a Returns Authority included will NOT be processed.