

OUR RETURNS POLICY

FAULTY, INCOMPLETE OR WRONG PRODUCT SENT

If you receive a product item that is faulty, incomplete or it is the wrong product as you ordered, then you need to contact us with a full description of the fault so you may receive an authorisation to return the item within 14 days of receiving it to be eligible for a replacement or refund.

Please note that minor variations in some product colours and/or design occur frequently so they may not be exactly the same as images and description provided.

Do not use any item that needs to be returned and keep item and packaging as new.

We will need to determine the cause of any damage and whether the item has been used in any way that it was not designed or intended for as there are no warranties against misuse.

Items that are found to be faulty will be replaced or if a replacement is not available then a refund for the faulty goods will be applied.

NON-FAULTY PRODUCT

Please choose carefully, as we do not normally give refunds, credits or exchanges if you just simply change your mind or make a wrong decision.

Non-faulty products may only be returned with our authorisation and if they are unused, unopened and still in their complete original packaging and returned within 7 days of receiving.

Non-faulty products that have been opened, used or are not in their original packaged condition cannot be returned.

Customers will incur all freight costs and a 20% restocking fee for the value of any non-faulty returned items.

If an exchange product item is not available then a credit may be given.

PROCEDURE OF RETURNING ANY GOODS

You must contact us first for authorisation before returning any goods.

After we record the necessary information, we will evaluate your return request and provide you with details of what you may do and a return address if needed.

A replacement, refund or credit may only be given after we have received and inspected your returned item.

Any returned item that is sent without our authorisation will not be accepted and will not be given a preferred customer service and may be disposed of or returned to the sender at their expense.

To see our Terms and Conditions go to:

www.universalselfdefence.com.au/martial-arts/terms_and_conditions.cfm