

1. RETURNS, EXCHANGES & REFUND POLICY

This is a payment claim under the Building and Construction Security of Payment Act 2002 Vic. Full payment is required on all orders prior to pick up and/or delivery of goods. Goods will remain the property of Onyx Surface Care and Tools until full payment is received.

All goods must be inspected upon receipt of goods and prior to installation to ensure that the products are correct and free from any defects.

Any shortages, damages, breakages, discrepancies or incorrect supply must be notified in writing within 48 hours of purchase.

Fixing of the product constitutes acceptance of the product. Strictly no claims will be accepted once goods have been laid. We reserve the right to reject returns.

Approved returns are subject to 30% handling fee, plus additional freight charges if required.

- Requesting for a return or exchange is allowed within 7 days from date of purchase. However, we **WILL NOT ACCEPT** product returns if:
 - No receipt is provided
 - Goods are not received in its original, unopened state,
 - The sold item(s) are no longer in a condition for us to restock
 - Change of mind
 - Orders are customised orders. Samples displayed and/or provided are representational of the product only and may differ slightly from the delivered product.
- Refunds and exchanges must be accompanied by PROOF OF PURCHASE for the attention of our team members to validate. Refunds will only be provided in the same form as your original payment method. Online purchases will automatically be refunded to the account used to pay.
- All quotes, orders or supplies of goods are subject to the current Onyx Surface Care and Tools General Conditions of Sale and in particular, no claims for loss or damage in transit or for shortage in quantity will be entertained unless notice is given in writing within seven days from date of delivery.
- Goods returned and accepted as defective will be credited at invoice value or replaced, but in no circumstances, will claims be allowed for indirect or consequential damages or for any expenses incurred in the use of any material supplied. Goods returned other than will be subject to a 10 - 30% restocking fee. If the items are returned for exchange and/or credit note, there will not be subject to any restock charges, but it must comply with the above Exchange Policy.

2. PRICES & PAYMENT

- a) For each order, you must pay the applicable price for the relevant goods & shipping charges as confirmed by Onyx Surface Care and Tools.
- b) Currently, we only accept bank transfers as a payment method for online orders. Alternatively, you can purchase directly from our retail store located at 4/273-275 Wickham Road, Moorabbin, VIC, where, all major debit and credit cards are accepted, however credit cards have a surcharge of 2%.
- c) The payment shall be made in full if an online bank transfer is made and must be cleared before the goods are dispatched. Alternatively, you may email to us the online banking payment advice for our perusal. (info@onyxsurfacecare.com.au)
- d) For Australian customers, kindly note that all prices listed already include GST.
- e) All payments are processed in Australian Dollars.

3. DISCLAIMER

Damage to (property) surfaces by improper usage and personal injuries are not our responsibility but the responsibility of the user. Read all product labels, technical information & MSDS before use. Onyx Surface Care and Tools makes every attempt possible to provide the most accurate product information at present time. Any misuse of our products will not be our responsibility under any given circumstances. Our consultants are here merely to point and assist you with your purchases. However, as some circumstances vary from others, we will not accept any responsibility on our recommendations. It is your duty to study all aspects of the product usage that would best fit your requirements.