

Stow High Return Policy

At Stow High we want our customers to be completely satisfied with their purchase.

We therefore recommend you read our *Return Policy* prior to you making a purchase so you are familiar with our policy.

We also recommend you immediately inspect any goods that are delivered to you or that you collect from Stow High, to ensure you are completely satisfied with the goods.

If you have any questions about this policy, please contact our customer service team before proceeding with an order.

Please choose carefully as refunds are not provided where you have simply changed your mind or made a wrong selection. We recommend you carefully preview any orders before adding them to your shopping cart and proceeding with your order.

You are entitled to a replacement or refund for a major failure. You are 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.

Goods cannot be returned without written authorisation. Stow High will not take responsibility for items returned without authorisation.

To make a return's claim you must be able to supply proof of purchase.

When you contact us, we will arrange assessment of your claim. Due to the product's size we may require you to provide a photo or video in order for us to determine if there is a fault with the product and the appropriate next steps.

Items will not be applicable for return if:

- they have any damage or defect which is a result of repair, alteration or modification carried out without the written consent of Stow High or by a service provider not authorised by Stow High.
- the appliance is damaged as a direct result of incorrect installation or being used for a purpose for which it is not designed.

Goods returned for repair will be assessed and/or repaired within a reasonable time. You may be provided with an indicative repair time, which time may vary due to reasons beyond ours or the repairer's reasonable control, such as part availability and incorrect fault description.

You may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide you with an indicative fee, which fee may vary due to reasons beyond our control.

Where you have any questions or concerns relating to your Order, please immediately contact our custom service team.