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## **Wattz Fasteners Returns Policy**

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At Wattz Fasteners, we are committed to providing high-quality products and exceptional customer service. If you are not completely satisfied with your purchase, our returns policy outlines the process for returns, exchanges, and refunds.

### **1. Returns**

- **Eligibility:** To be eligible for a return, your item must be unused, in the same condition that you received it, in original packaging and provide the receipt/invoice with proof of purchase.
- **Return Period:** You have 30 days from the date of purchase to return an item.

### **2. Non-Returnable Items**

Certain items are exempt from being returned, including:

- Split amounts of products (unless defective)
- Items that have been used or damaged.

### **3. Proof of Purchase**

A receipt or proof of purchase is required to process all returns.

### **4. Refunds**

- A refund will be approved once all criteria have been met as stated in the policy.
- A refund will **NOT** be approved if a change of mind has occurred. However, we will offer a store credit or exchange of item.
- Special order items will incur a 20% restock fee from supplier.

### **5. Exchanges**

We can replace items if they are defective or damaged. If you need to exchange an item for the same one, please contact us at via email, phone or come and visit us so we can start the process.

### **6. Contact Us**

If you have any questions about our returns policy, please contact us at:

**Email:** [sales@wattzfasteners.com.au](mailto:sales@wattzfasteners.com.au)

**Phone:** 0455 666 808

**Address:** 3/55-57 Lake Road, Tuggerah NSW