

# Product Return Policy

## Returns

When you purchase from Ware Bros Cutlery – The Knife Shop we will try and deliver to you a product that you are happy with. Sometimes this may not occur and you need to return the product.

The quickest and easiest way to return a product that is purchased online is to contact us by email on [enquiries@warebroscutlery.com.au](mailto:enquiries@warebroscutlery.com.au). This contact needs to occur within **fourteen (14) calendar days** of your receiving the product. The email is to contain:

- Your full name and address to which the product was sent
- your full contact details – email address and telephone number(s)
- the date of purchase, amount paid and Invoice number
- a detailed description of the issue with the product
- photographs of product and the packaging that it was sent in

We will evaluate the details provided in your email, together with the photographic evidence, and advise the course of action to be taken. If the return request is approved a return authorisation code will be provided to you along with full return instructions. If we feel the problem described in your email requires clarification we will contact you to clarify information.

Under no circumstances will a refund, exchange or credit be provided unless all the above details and steps are followed.

Ware Bros Cutlery – The Knife shop will only accept product returns where:

- the purchased product delivered is faulty or is not of merchantable quality, or
- the product that is delivered is not fit for its intended purpose, or
- the product that is delivered does not match the description on the Ware Bros Cutlery – The Knife Shop website.

## Proof of Purchase

Please note that all returns, refunds, exchanges or repair requests must be accompanied by one of the following Proof of Purchase documents:

- Original purchase receipt (send with the item)
- Original return/exchange receipt

## Goods Arrived Damaged?

If, for some reason, the product purchased from Ware Bros Cutlery – The Knife Shop arrives damaged, or inoperable, we will do everything we can to fix the issue. Contact is to be made, upon receipt, by email to [enquiries@warebroscutlery.com.au](mailto:enquiries@warebroscutlery.com.au) providing the above information. Any delay in reporting this damage will negatively impact on the claim.

### **Have a Warranty Claim?**

As far as warranty claims go, we will do everything we can to ensure your warranty is processed smoothly. We have a great relationship with all of our suppliers, and will work directly with them to ensure any warranty issues are rectified in a timely manner. Ultimately, every purchase needs to end on a note that is mutually satisfactory with you and us.

### **Change of Mind**

If you have changed your mind about your purchase within **14 calendar days of purchase**, Ware Bros Cutlery – The Knife Shop will offer you a store gift certificate provided that:

- you return the product item within 30 days of purchase;
- you provide the original Proof of Purchase enclosed with the product
- the item is in re-saleable condition including that:
  - It is in its original packaging, including instruction manuals and all accessories;
  - It is unused and in its original condition
  - All original tags are still attached to the product

In these instances the customer will bear the expense of returning the product to Ware Bros Cutlery – The Knife Shop.

If you are unable to provide satisfactory proof of purchase, Ware Bros Cutlery – The Knife Shop may, in its absolute discretion, provide you with a store gift certificate to the current value of the item provided that:

- the item is in re-saleable condition (i.e. the original tags and labels are still attached),
- the item is in its original packaging (if any), and
- the item is unused and as sold; and
- we are able to verify that the item was originally purchased from Ware Bros Cutlery – The Knife Shop;

### **Identification**

Ware Bros Cutlery – The Knife Shop will accept:

- A current Driver's License, including a Learners permit with photograph; or
- Proof of Age card that is approved by a state / territory government in the Commonwealth of Australia with photograph and signature within the seal; or
- an Australian or International Passport.

## **Payment Method**

Where a refund has been determined appropriate, we will **refund** using your original payment method or, where appropriate, and at Ware Bros Cutlery – The Knife Shop sole discretion, on a Ware Bros Cutlery – The Knife Shop Gift Certificate. We are confident that you'll be thoroughly satisfied with your purchase from us. It's a good idea for everyone, though, to have guidelines in place in case something happens.

The products listed on this website come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. 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.