

At Aussie Hoses, we are committed to providing our customers with high-quality products and exceptional service. Our Refund and Returns Policy ensures that you can shop with confidence, knowing that we stand behind our products. If you receive a faulty product within the warranty period, we offer a hassle-free exchange process with no questions asked.

### **Returns for Faulty Products within Warranty Period:**

If you receive a faulty product or experience any issues with the item within the warranty period, we offer a straightforward exchange process. Here's how it works:

**Contact Customer Service:** Notify our customer service team as soon as possible after discovering the fault. You can reach us via email at [info@aussiehoses.com.au](mailto:info@aussiehoses.com.au) or by phone at 1300 384 165. Provide your order details and a brief description of the fault.

**No Questions Asked:** We believe in making the return process as easy as possible for you. Once we confirm the fault and verify that the product is within the warranty period, we will arrange for a new product to be shipped to you, no questions asked.

**Return the Product (if required):** In some cases, we may request that you return the faulty product to us. If this is necessary, we will provide you with a return shipping label and instructions for returning the item. Please package the product securely and follow the provided instructions.

**Receive Your Replacement:** Once we receive confirmation that the faulty product has been shipped back (if applicable), we will promptly send out a replacement product to you.

### **Conditions for Returns:**

Returns for faulty products must be initiated within the warranty period specified for the item.

The product must be returned in its original condition, including all accessories, if requested.

Any signs of misuse, tampering, or intentional damage may void the warranty and result in the rejection of the return.

### **Contact Us:**

If you have any questions or concerns regarding our Refund and Returns Policy or need assistance with a return, please don't hesitate to contact our customer service team. We are dedicated to ensuring your satisfaction and will work diligently to resolve any issues.

Thank you for choosing Aussie Hoses for your shopping needs. We appreciate your business and strive to provide you with excellent service at all times!