

**Bulky and fuel operated products:** For safety reasons, please contact your nearest local Supercheap Auto store before returning any bulky or fuel operated products, such as:

- Engine cranes
- Gas cylinders
- Generators
- Line trimmers

### Exclusions

In some cases a refund, replacement or repair may not be offered if you:

- Substantially modify the product
- Misuse the product contrary to user instructions or packaging labels
- Simply change your mind

Certain products are excluded under our Returns Policy unless they are faulty, these include:

- Tailor made customer orders (seat covers, dash mats and floor mats)
- Storage discs (CD's and DVD's)

#### **Your rights under the Australian Consumer Law:**

*Our goods 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.*

#### **Your rights under the New Zealand Consumer Law:**

*This Returns Policy is in addition to the conditions and guarantees which are mandatory as implied by the Consumer Guarantees Act 1993 (NZ).*

## Further information

For updates to this Returns Policy please visit our Australian and New Zealand Supercheap Auto websites. At any time you can discuss our policy with your local Supercheap Auto Store Manager.

## For your nearest store details:

### Australia

Store locator at [www.supercheapauto.com.au](http://www.supercheapauto.com.au) or phone 1300 760 855.

### New Zealand

Store locator at [www.supercheapauto.co.nz](http://www.supercheapauto.co.nz) or phone 0800 744 566 between the hours of 9.00 am and 8.00pm NZST (Auckland) Monday to Friday.

## Dispute Escalation

If you feel that your rights under consumer law or our Returns Policy have not been met, please forward your concerns in writing to:

### Product Assurance Officer

**Super Cheap Auto**

**GPO Box 344**

**STRATHPINE QLD 4500**

Your privacy: Supercheap Auto will only collect, use and disclose your personal information in accordance with the Privacy Principles outlined in the Privacy Act 1988 (Cth) and Privacy Act 1993 (NZ).

Our Privacy Policy can be located at our Supercheap Auto websites at [www.supercheapauto.com.au](http://www.supercheapauto.com.au) (AUS customers) or [www.supercheapauto.co.nz](http://www.supercheapauto.co.nz) (NZ customers).



# RETURNS POLICY

**SUPER CHEAP AUTO PTY LTD**  
A.C.N 085 395 124

Support Office:  
751 Gympie Road, Lawnton QLD 4501  
Po Box 344 Strathpine QLD 4500  
Ph: (07) 3482 7500  
Fax: (07) 3205 8522

## We want you to be totally satisfied with our products and services

There may be times when you need to return your in-store or online purchase. Our Returns Policy is designed to assist you in returning your product.

We would like to remind you that the benefits given by our Returns Policy are in addition to other rights and remedies you may have under Australian or New Zealand consumer law.

## Help us, help you

### When to return a product?

We offer you a replacement, credit or refund where products have a major failure, such as:

- When they are faulty
- Wrongly described
- Different from a sample shown to you; or
- Do not do what they are supposed to do

Where to return a product: Take your product to the front Service Desk of your nearest Supercheap Auto store. This includes products that carry a manufacturer's warranty, which may need to be assessed by the manufacturer.

Visit our Supercheap Auto website at [www.supercheapauto.com.au](http://www.supercheapauto.com.au) (AUS customers) or [www.supercheapauto.co.nz](http://www.supercheapauto.co.nz) (NZ customers) for all store locations.

### What information is needed to complete your return?

- Show your receipt
- Try to return the product in the same condition as it was purchased (including manuals, accessories and packaging).
- Provide us with any extra information we may need to process your return.

### With a receipt

- For an exchange, credit, refund or repair we ask for your name, telephone number and signature in addition to your receipt.
- All purchases made on a debit/credit card will be credited back to the original card used, so please have your card with you.

### Without a receipt

- If you don't have a receipt, we ask for your photo identification showing your name, address and signature.
- You can help us determine proof of purchase by providing a Bank Statement or similar.

### How long do you have to claim?

Consumer guarantees under the Australian Consumer Law and New Zealand Consumer Law are not limited by a defined time period and can vary from product to product depending on factors such as the nature of goods, price and statements made on packaging and product labels.

Our Store Managers can assist you with further information about the warranty period for the product you return.

**Expenses:** Any expenses relating to the return of your product to store will normally have to be paid by you. For online store purchases, we will pay for return freight for any product assessed as having a major failure.

### Assessing your return

**Product Assessment:** We may need to conduct an assessment of your product to determine whether a repair, replacement or refund is appropriate. Certain technical products may need to be sent to the manufacturer or their repair agent for assessment, such as:

- Bicycles
- Sound, electrical and motor driven products
- Compressors
- Power tools; and
- Customer orders – non store stock items

### Liaise with the manufacturer

For some product assessments you may have the option to liaise directly with the manufacturer, or their repair agent. Our store team members can provide you with the relevant manufacturer contact details.

Products assessed as having a minor fault will be repaired by the manufacturer and returned to you within a reasonable time. We offer a refund or replacement if the product is assessed as having a major failure.

### Returning online purchases

**In person:** Return online purchases to your nearest Supercheap Auto store.

**By post or courier:** Liaise with our Customer Contact Centre on the below contacts:

#### Within Australia

Email: [onlinesales@supercheapauto.com.au](mailto:onlinesales@supercheapauto.com.au) or phone 1300 175 010 between the hours of 9.00am and 5.00pm AEST (Brisbane) Monday to Friday.

#### Within New Zealand

Email: [nzonlinestore@supercheapauto.com](mailto:nzonlinestore@supercheapauto.com); or phone 0800 500 605 between the hours of 9.30 am and 5.00pm NZST (Auckland) Monday to Friday.

### Special procedures for certain products

**Repair Notice:** The repair of your goods may result in the loss of user-generated data. Please ensure that you have made a copy of any data saved on your goods. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.