

TGT Pty Ltd – Refunds and Exchanges

All refund rights under both State and Commonwealth law apply

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 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 failure does not amount to a major failure. If the failure is minor, we reserve our right to offer to repair only. We reserve the right to not offer a refund or an exchange coupon.

The following applies to all stores of TGT Pty Ltd, including those branded as Home Timber & Hardware, and Cignall:

All products for refund or exchange must be identified to the Sales Assistant as you enter one of our stores.

Change of Mind Refund/ Exchange

- Refunds and exchanges will be provided up to seven (7) days from the original date of purchase should you change your mind
- Goods and packaging must be unused, in original packaging and in saleable condition
- The Manager reserves the right to charge a re-stocking fee
- You must present proof of purchase

Change of mind refunds and exchanges will not be granted without a valid receipt or proof of purchase.

Exceptions

Unfortunately, we cannot offer refund or exchanges on the following products if you change your mind:

- Any product/s specifically cut to size at your request (including but not limited to shade cloth, steel, and timber)
- Custom made products (including but not limited to tinted paint, keys cut in store, and specially blended fertilisers)
- Swap and Go Gas Bottles
- Cigarettes and Tobacco products

Special Orders

Unfortunately, we do not offer refunds or exchanges on special orders if you change your mind.

TGT reserves the right to request a non-refundable deposit for special order items.

Return/ Exchange of Damaged, Faulty or Defective Products

Faulty, damaged or defective goods

- Refunds and exchanges will be provided for up to thirty (30) days from purchase for damaged, defective, or faulty goods, or if the product does not meet its advertised specifications, unless otherwise stated by product warranty
- We reserve the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect
- You must present proof of purchase

Refunds and exchanges will not be granted without a valid receipt or proof of purchase.

Products under Warranty

- You are entitled to a replacement or refund for major failure.
- You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality, but the failure does not amount of a major failure.

- Warranty claims will not be upheld where the item fault is a result of misuse or neglect.
- Warranty claims are determined by the product supplier, and these decisions are final. In some circumstances an immediate remedy may not be possible, and the damaged items may be required to be sent back to the supplier for assessment and/ or repair.

Method of Refund

All refunds will be provided back in the original tender. Cheques will be refunded as cash or on to a debit card following confirmation that the original cheque has cleared.

Account Customers

- If you are an Account Customer and presenting goods for return or exchange, a copy of the original invoice must be presented along with the goods to arrange an Account Credit.

Privacy

You will be asked for information that is relevant to your return or to satisfy legislative requirement. If you do not provide this information, then we may be unable to process your return. When returning goods with proof of purchase, you may be asked for your signature as authorisation of the return transaction. If TGT agrees to a return, you may be asked to provide identification containing your full name. TGT will record your name and form of identification provided, which may be accessed by authorised TGT team members for fraud protection activities. Information collected will be securely stored in accordance with TGT's Privacy Policy.