

## Notice to customers – 30th March 2020

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Dear Customer,

In these challenging times, due to uncertainty created by COVID-19, we understand some desire to bulk purchase in order to secure supply of critical items.

Please know that we are working with all our suppliers to maximise our ability to have good supply.

In line with standard consumer law practices, we would like to advise that we have now adopted a no refund or replacement policy if you change your mind.

Please speak to us if you have specific security of supply concerns before you decide to bulk buy.

australian consumer law

### Refunds and returns

We are not required to provide a refund or replacement if you change your mind.

But you can choose a refund or exchange if an item has a **major** problem. This is when the item:

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

Alternatively, you can choose to keep the item and we will compensate you for any drop in value.

If the problem is **not major**, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement.

Please keep your proof of purchase—e.g. your receipt.

Australian Competition & Consumer Commission  
ACCC Infocentre 1300 302 502  
[www.accc.gov.au](http://www.accc.gov.au)