

Sofa Spares

WEBSITE REFUND & RETURN POLICY

DATED: THE 16TH DAY OF MARCH 2018

Product Returns

1. We undertake to reimburse you for any product delivered to you that is faulty or is in a damaged condition. If you wish to return a faulty or damaged product, you must notify us through our designated "contact us" webpage where we set out our requirements relating to return of such goods.

2. We also undertake to **exchange** any undamaged product purchased from us so long as it is returned unused and with proof of purchase within 10 days of purchase however we will not provide any refund of such purchase, If damaged goods are returned to us for exchange, we do not refund any packing and postage charges. Return of undamaged goods for exchange is entirely at your cost and risk.

3. If we are unable at the time of return to replace or exchange returned goods, we undertake to reimburse your credit card for the amount initially debited for the purchase including packaging and postage charges.

These Terms and Conditions have been specifically drafted for, and provided to Chainlock Pty Ltd by LawLive Pty Ltd (www.lawlive.com.au).