

REFUNDS AND RETURNS POLICY

At Suncoast Truck Spares we are committed to providing the best customer experience. If you are not happy with a product you have purchased, simply return it to us for a refund.

REFUNDS

You must provide a copy of your receipt or other proof of purchase to be eligible for a refund.

Our refund policy lasts 30 days. If more than 30 days has passed we cannot offer a refund or exchange.

To be eligible for a return, your item must be unopened and unused. It must also be in the original packaging and in a saleable condition.

We are unable to offer a refund, credit or exchange for specially ordered products (unless the product is not fit for purpose or faulty) or products which have been modified or used contrary to the product's instructions.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

For some technical products, we may need to send items to the manufacturer or repair agent for assessment prior to accepting or rejecting your refund.

If you are approved, then your refund will be processed using the original method of payment.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at sales@suncoasttruckspares.com.au.

Sale items

Only regular priced items may be refunded. Sale items cannot be refunded unless they are defective or faulty.

EXCHANGES

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@suncoasttruckspares.com.au and send your item to: 7 Kessling Avenue, Kunda Park, QLD 4556.

SHIPPING RETURNS

To return your product, send your product to Suncoast Truck Spares, 7 Kessling Avenue, Kunda Park, Queensland 4556.

You will be responsible for paying for your own shipping costs for returning your item, unless your item is faulty or defective. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

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 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.

NEED HELP?

Contact us at sales@suncoasttruckspares.com.au for questions related to refunds and returns.