

GOIT Returns Policy

Return Policy when GOIT is not a fault

GOIT has a 7 day product return policy where GOIT is not at fault. When returning goods for credit please contact Returns Department at returns@grangeburn.com.au or call 0355711114 to obtain a Return Authorisation number (RA). RA numbers for warranty and credit returns are valid for 14 working days only. All products returned for credit must be in pristine, unopened condition with all seals intact. Opened, damaged or soiled product will not be accepted*.

GOIT will pass on any restocking fee charge by its suppliers to the company where a good is returned and it is not GOIT's fault. Restocking fees range up to 20% of the total cost of the good.

All inward freight will be the responsibility of the sender. GOIT will not cover the cost of freight. Please return the product to our warehouse (see details below) with the RA number clearly written on a sticky label on the outside of a shipping carton - do not write or attach anything directly on the product or its boxing – damaging the carton may make it unreturnable. If the RA number cannot be identified the product will be returned immediately at your expense.

GOIT accepts no responsibility for loss or damage occurring in transit or return.

Any refunds will not be paid until such time as goods returned have been receipted in our warehouse and inspected. This process normally takes 1-2 weeks. Once this is completed a refund amount excluding any restocking fees, freight or other costs will be made. Refunds will not be paid on goods that have been opened, damaged or soiled.

* If your return does not meet our requirements but you feel you should be able to return it please call Grangeburn for our consideration on 0355711114. Higher restocking fees may apply for goods that are not in pristine condition.

Special Conditions

Products supplied on a "No Return" basis cannot be returned to GOIT unless the product is faulty within the warranties imposed by statute and which cannot be excluded by agreement.

Replacement of items where GOIT has provided incorrect goods

GOIT takes full responsibility for the replacing of goods where it has provided incorrect goods where we are advised within 30 days of goods being received. When returning goods please contact the Returns Department at returns@grangeburn.com.au to obtain a Return Authorisation number (RA). Where possible products returned for replacement must be in pristine, unopened condition with all seals intact. Opened, damaged or soiled product may not be accepted.

All freight will be the responsibility of GOIT. Goods will be picked up and returned to our warehouse (see details below) with the RA number clearly written on a sticky label on the outside of a shipping carton - do not write directly onto the product or its boxing – damaging the product may make it unreturnable. If the RA number cannot be identified the product will be returned immediately at your expense.

Any refunds will not be paid until such time as goods returned have been receipted in our warehouse and inspected. This process normally takes 1-2 weeks. Once this is completed a refund amount excluding any restocking fees, freight or other costs will be made. Refunds will not be paid on goods that have been opened, damaged or soiled.

Damaged on Arrival or Dead on Arrival Products (DOA)

Should a GOIT product be received which is dead or damaged on arrival, please notify GOIT Returns Department immediately to receive an RA number. Reporting a DOA after 7 days of it being received may result in it the DOA being treated as warranty or it being rejected.

All freight will be the responsibility of GOIT. Goods will be picked up and returned to our warehouse (see details below) with the RA number clearly written on a sticky label on the outside of the shipping carton - do not write directly onto the carton – damaging the carton may make it unreturnable. If the RA number cannot be identified the product will be returned immediately at your expense.

GOIT will replace the product within five working days of its receipt, (although exceptions to this may occur from time to time). Replaced products will be returned in their original packaging. If a product returned as "dead on arrival" is found not to be faulty, you (the customer) will be charged a no-fault fee of \$50.

Warehouse:

Grangeburn Office & IT
82 Brown St

Hamilton Vic 3300