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## REPLACEMENTS, REFUNDS AND RETURNS

1. If the goods or services received are defective or not fit for purpose, a full replacement will be provided if possible before service depending on time constraints.
2. If replacement is not possible a partial or full refund for defect goods and services will be provided.
3. Refunds may be in the form of credit note for account customers
4. Please note that products cannot be returned due to change of mind, incorrect choice, incorrect delivery time or the item/equipment does not fit.
5. This replacement extends to damage caused in-transit by Australian Catering Services delivery team however, not by a third party courier or pick up orders.
6. We guarantee that our goods:
  - 6.1 Are of acceptable quality. This means they will be safe and free from defects.
  - 6.2 They will be acceptable in appearance and finish, and do the purpose such things are usually used for.
  - 6.3 Match the description given to you although may differ slightly in presentation as many products/items are all hand assembled.

How do I contact Australian Catering Services if I feel that I am eligible for a Replacement, Refund or Return?

1. If the replacement food item is required urgently before a service time please call 07 3857 6631 immediately to advise details.
2. Within a reasonable time after the sale email [sales@australiancatering.com.au](mailto:sales@australiancatering.com.au) and place in the Subject Title: Refunds and Return and your Business Name/ order number. We welcome you to attached images explaining your request. Please provide details about the manner in which the goods fail to serve their purpose, or are defective. Defective items will be collected for examination.