

Linc Furniture Pty Ltd – Returns and Refund Policy

Linc Furniture Pty Ltd, here in referred to as Linc respects the requirements of the Australian Competition & Consumer Commission Consumer (ACCC) with regards to Consumer Rights and Guarantee's and acts within the principals outlined by the ACCC.

If the product you buy fails to meet with your expectations that it will work and do as you asked for or as we have described the product will work for you, then you have the right to ask for a repair, replacement or refund as detailed under the Australian Consumer Law.

No Questions Asked Return of Goods – Safehook Products Only

In addition to your Consumer Rights as detailed by the ACCC, should you be unhappy with the purchase of your Safehook products we will be happy for you to return the products "No Questions Asked", we will refund any monies paid by you (less any delivery costs and a restocking fee of \$20 plus GST), provided goods are returned at your expense, and provided goods returned are returned in as new condition and or in the condition as received by you.

All returns to Linc are to be addressed to:
Linc Furniture Pty Ltd
PO Box 470
Ashgrove
QLD. 4060
Australia

Our no questions asked return of goods offer is conditional on goods being returned to Linc within 30 days of date of initial shipment from Linc or 30 days from date of invoice whichever is first.

Refunds of any monies due will be made by Linc within 14 days of receipt of returned goods less delivery costs and our restocking fee.

Any returns must include information from you're the customer stating your name, address contact number, our order or invoice number and banking information allowing us to electronically refund monies to you.

We do ask that where goods are being returned you advise Linc of your intent to return the goods, the date of return and the method of return, this information is to be provided to Linc in writing, an email with this information to sales@safehook.com.au or sales@lincfurniture.com.au is acceptable.

Returning Faulty Product

Should you encounter a problem with our Safehook products, or should you identify a fault with our Safehook products we request you make contact with Linc as soon as possible. Linc may request goods be returned and in which case we may ask you to provide the goods packaged ready for collection and or request you return goods by post or similar.

You are entitled to return a product if you believe that there is a problem. You are responsible for returning the product. You are entitled to recover reasonable postage or transportation costs from the business if the product is confirmed to have a problem, postage receipts detailing return postage will be required to be submitted to Linc for review and approval.

Changes to our Returns and Refund Policy.

Please be aware that we may change this Returns and Refund Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Returns and Refund Policy.

Contact Information for Linc

You may contact us in writing at PO Box 470 Ashgrove Queensland Australia 4060 and or by email at sales@lincfurniture.com.au.