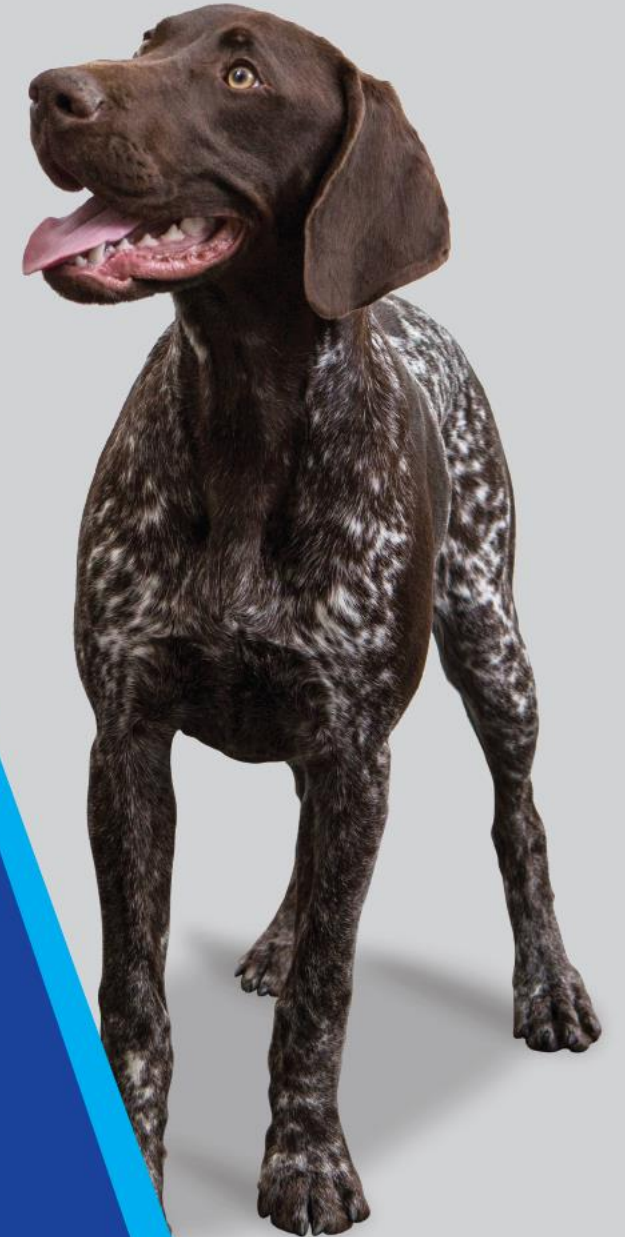


Hotondo Homes Merchandise Store: Return and Refund Policy



Thank you for shopping at Hotondo Homes Merchandise Store.

If, for any reason, You are not completely satisfied with a purchase Kindly review our policy on refunds and returns.

The following terms are applicable for any products that You purchased.

Interpretation and Definitions:

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Hotondo Building Pty Ltd , 67 Cochranes Rd, Moorabbin VIC 3189.

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Service refers to the Website.

Website refers to Hotondo Homes Merchandise Store, accessible from <https://hotondo.busplus.com.au>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Order Cancellation Rights:

You are entitled to cancel Your Order within **30 days** by providing us the necessary information and reason for doing so by filling in the Hotondo Homes Order Return Form. The deadline for cancelling an Order is **30 days** from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision via email to info@hotondo.busplus.com.au

We will reimburse by applying the credit (the value of your purchase excluding tax, applicable fees and postage) on your account **no later than 14 days** from the day on which We receive the returned Goods. A restocking and return processing fee will be charged for item. You will be advised prior to the return of goods.

Conditions for Returns:

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 30 days
- The Goods are in the original packaging

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded. This exclusion may not apply to You if it is not permitted by applicable law.

Returning Goods:

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods to the following address:

Ross McKinlay

**Warehouse Manager Southern Impact Warehouse 6, 95 South Gippsland Highway
Dandenong South VIC 3175**

Tel - M 0414 446 421

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Enclose with your product return - your contact details along with order reference, product code and quantity.

The following charges apply;

\$12 per order + \$5.50 per line item.

Questions?

Please email the Customer Service Team at
info@hotondo.busplus.com.au with your enquiry.