

Returns & Refunds

Change of Mind Returns, ACL Remedies & Refund Policy

The BBQ Store Pty Ltd | ABN: 62 147 926 305 | ACN: 147 926 305

NOTICE: This page is a summary. For the complete statement of The BBQ Store's returns, refunds and remedies policy – including Special Orders, custom goods, services and the interaction with your ACL rights – please refer to Section 8 of our Terms & Conditions of Sale. In the event of any inconsistency, the Terms & Conditions prevail.

Consumer Guarantee Remedies (ACL)

If a product fails to meet a consumer guarantee under the ACL, you are entitled to a remedy regardless of any other policy. For a major failure (e.g. where the product departs significantly from the description or sample model, or is substantially unfit for its ordinary purpose) you may choose a refund or replacement. For a minor failure we may repair, replace or refund. You may also be entitled to compensation for any reasonably foreseeable loss caused by the failure.

To arrange a remedy under the ACL, please contact us with your proof of purchase and a description of the issue.

Our 30-Day Satisfaction Return Policy

Subject to the section above, we accept change-of-mind returns within 30 days of you receiving your item, provided:

- The Goods are unused and in brand-new condition in their original, unopened packaging;
- You provide a copy of your invoice and the reason for the return; and
- The Goods are not a Special Order, custom item, clearance item or perishable product.

Returns received after 30 days will receive a store credit rather than a refund. We offer, at your discretion: a full refund; store credit; or replacement.

Please note that no refund, return or replacement will be given on free items or bonus items. If the product packaging is damaged, opened or missing, you will be charged a minimum 10% repacking fee, with a maximum fee of 20%.

How to Return an Item

Contact us first.

Please contact our customer service team before returning any Goods. Goods returned without prior authorisation may not be accepted.

Pack carefully.

Bubble-wrap and protect the item, preferably in its original carton. Ensure the unit is clean. Damage occurring during return shipping is the sender's responsibility.

Include documentation, enclosing:

- Your name and address;
- A copy of your receipt or tax invoice (proof of purchase); and
- The reason for the return.

Send the Goods to:

The BBQ Store Pty Ltd, Unit 2/4 Avalli Road, Prestons NSW 2170

In-store returns are also accepted at the above address, Monday to Friday 9am-5pm and Saturday 9am-4pm (AEST).

Return Shipping Costs

You are responsible for the cost of return shipping unless the item was sent to you incorrectly or is faulty when you receive it. Where the ACL entitles you to a remedy, we will not require you to bear unreasonable costs associated with returning the Goods.

Services

Except where the ACL requires otherwise, fees paid for Services are non-refundable once the Services have been rendered or commenced. If a Service fails to meet a consumer guarantee, you are entitled to a remedy as described in 'Consumer Guarantee Remedies' above.

No Receipt or Tax Invoice

If you no longer have a receipt or tax invoice, we can still provide a refund if you provide us with proof of your identity (i.e. your driver's licence).

Contact Us

Phone	1300 041 051
Email	sales@thebbqstore.com.au
Web	www.thebbqstore.com.au
Hours	Mon-Fri 9am-5pm, Sat 9am-4pm (AEST)
Address	Unit 2/4 Avalli Road, Prestons NSW 2170