

Repair, Replacement & Refund Policy

Ross Smith Design exists for one purpose: *to enrich living spaces*. We make every effort to ensure that we carry a good range of products sourced from within Australia and overseas to meet your every need.

This policy has been established to give you the comfort of knowing that, subject to the conditions set out below, if any product you purchase from Ross Smith Design is found to be defective, or it does not meet your needs, Ross Smith Design will happily repair or replace the product, or offer you a refund.

This Policy provides you with benefits in addition to the rights you have at law, including under the Australian Consumer Law (see below), because your satisfaction is very important to us.

What is Ross Smith Design's delivery refund policy?

If you bought the product online, and the product is defective or damaged in transit, return the product within 30 days and (provided we agree that the product is damaged or defective as outlined below) we will refund your original delivery charge or cover the costs of delivering any replacement product to you.

We will not however refund delivery charges if the item is returned simply because it is unwanted.

Faulty or defective products

If you receive a faulty product from us (for online purchases a product is defective or damaged in transit on delivery to you,) return it to us within 30 days of purchase and we will inspect the product and if we agree that the product is faulty and unlikely to have occurred through abnormal use, we will, with your agreement, replace the product with an identical product.

If we are unable to provide you with an identical product, we will, with your agreement, refund the purchase price (and delivery price, if any).

If however, you return the product more than 30 days after purchase or you do not agree to the replacement or refund referred to immediately above, we will need to make a more thorough assessment of the nature of the fault before we can determine how to help you, be it replacement, repair or refund.

In many situations, this will be a simple assessment by our store staff or for online purchases the customer service team.

For example: if the product was wrongly described or incorrectly labelled, or if the fault is relatively simple and safe to determine, we can usually assess it immediately upon receipt.

Sometimes it may be dangerous or may not be possible to assess the product immediately due to the nature of the product (for example, if it is an electrical item). In these circumstances, we may send the product to the manufacturer or their repair agent to determine the issue and its resolution.

Whilst we always do our best to provide you with a timely resolution, depending on the product please be aware it may take six weeks or more to complete the process due to the number of parties involved.

When we send your product to the manufacturer or their agent, we will ask them to assess the product and provide their assessment within a reasonable timeframe.

An alternative option is for you to liaise with the manufacturer directly, which may be more convenient and efficient for you. Our customer service team is happy to provide you with the relevant manufacturer's contact details to assist you.

As part of any assessment, we look at the following:

(1) If there is a *minor fault*:

Where there is a minor fault and the product can be easily repaired, this will be carried out and the product returned to you within a reasonable timeframe. Ross Smith Design and/or the manufacturer can instead decide to replace the product or refund the purchase price.

(2) If there is a *major fault*:

If the assessment is that the product has experienced a major fault you may choose to receive a refund, replacement, or repair.

(3) If the product has been damaged through *abnormal use*:

Unfortunately, neither Ross Smith Design nor the manufacturer can offer a refund or replacement where the product has sustained damage due to abnormal use as identified by Ross Smith Design, the manufacturer or their agent. If repair is possible, it would be at your direction and cost.

How do I return a product?

If you believe you are entitled to a return, please call Ross Smith Design on 0418996898

What are my rights under the Australian Consumer law?

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Where a failure does not amount to a major failure, Ross Smith Design is entitled to choose between providing you with a repair, replacement or other suitable remedy. Any cost incurred by you in returning the product to Ross Smith Design will be borne by you.

Your rights to a remedy under the Australian Consumer Law are not limited by a defined time. However, the Australian Consumer Law does recognise that the relevant time period can vary from product to product, depending on factors such as the nature of the product and the price. Ross Smith Design adopts the same approach. As you can appreciate, the type of remedy we can offer you may also vary depending on how long it takes you to return the product to us. The timeframes set out in this policy are considered fair and reasonable given the types of products sold.