

Central Office Supplies

Returns

At Central Office Supplies your complete satisfaction is our number one priority and if for any reason you are not completely satisfied with your purchase upon receipt, please follow these procedures to ensure a prompt replacement, credit or refund.

The Trade Practices Act 1974 sets out minimum standards for goods sold by Central Office Supplies Pty Ltd. In the event that goods sold are not of good quality or are faulty, the customer has the right to a repair, replacement or a refund.

With our aim to providing the most convenient and hassle-free purchasing experience, we have tried to make the returns procedure as simple as possible.

Procedures

There are three options available for our customers who would like to return a product -

1. Exchange

If a product is unsatisfactory, we can offer to exchange it for another one (i.e. a different size or colour etc) or another product of the same value. Generally proof of purchase is required in order to get an exchange, although we may waive this requirement if we believe we have sold the product. Please note, as mentioned above, products returned or exchanged must be in a condition suitable for resale with the packaging intact and all labels etc returned with the item.

2. Money Back Guarantee

Our money back guarantee is a key aspect of our business. If a customer has proof that they purchased the goods from us within the last 3-months, and providing we cannot repair or replace the item, they may obtain a refund. A refund will be made in the same tender as the original purchase. Please note, that products returned must be in resalable condition unless faulty or otherwise deficient.

3. Credit Note

The issuing of credit notes provides an alternative to a refund or exchange. These credit notes can be used to purchase anything from Central Office Supplies. Credit notes can not be exchanged for cash.

All Returns

Before returning an item, please contact us first for assistance and advice via email info@centraloffice.com.au.