

## Refund, Return Policy & Warrenty

At Acustone, we aim to provide quality products and exceptional service. If you are unsatisfied with your purchase or experience any issues, we are here to assist you in line with our return and refund guidelines.

### Eligibility for Returns:

- You have 30 days from the date of receiving your product to initiate a return request.
- Items must be in their original, unused condition, with all packaging and components intact.
- Proof of purchase, such as a receipt or order confirmation, is required to process returns.

### How to Start a Return:

- To begin a return, please contact us at [info@acustone.com.au](mailto:info@acustone.com.au).
- Once your return is approved, items should be sent back to :  
3/50 Randall Street, Slacks Creek, QLD 4127.
- Do not send any items back before contacting us, as we cannot accept unauthorized returns.

### Damages or Defective Products:

- We encourage you to inspect your items as soon as they arrive. If your product is damaged or defective, please notify us immediately so we can assess and rectify the issue.
- In such cases, we may request photos of the product and its packaging for evaluation.

### **Non-returnable Items:**

Certain products are not eligible for return or refund, including:

- Sale items or discounted products
- Gift cards
- Products with natural variations in texture, shade, or color, which are inherent to stone veneers.

### **Exchanges:**

If you wish to exchange a product, the fastest method is to return the item you have, and once the return is approved, make a new purchase for the replacement item.

### **Refunds:**

- Once your return is received and inspected, we will notify you of the refund approval status.
- If approved, your refund will be processed to the original payment method within 10 business days. Please note that it may take additional time for your bank or card provider to process the refund.
- If you haven't received your refund after 15 business days from the approval date, please contact us at [info@acustone.com.au](mailto:info@acustone.com.au).

### **Shipping Costs for Returns:**

- If the product you received is faulty or does not meet the guarantees under Australian Consumer Law, we will bear the cost of shipping the item back to us and also cover the shipping costs for any replacement product.
- If the item can be returned by regular post, you are responsible for organising the return. If eligible for a refund or replacement, we will reimburse the reasonable shipping costs.

- For larger or heavier items that cannot be easily returned, we will arrange for collection or shipping, at our expense, if the return is due to a fault covered under this policy.
- If the item is returned but found to not meet the criteria for refund or replacement under Australian Consumer Law, you will be responsible for the shipping and inspection costs.

### **Exceptions to Refunds:**

We may refuse a refund, repair, or replacement under certain conditions, including:

- Misuse, negligence, or unauthorized modifications of the product
- Improper installation or failure to follow provided installation instructions
- Damage due to natural events such as fire, flood, or other disasters
- Issues you were made aware of before purchase
- Damage caused by excessive heat, chemicals, or improper cleaning methods
- Normal wear and tear such as scratches, chips, or fading
- Buyers' remorse or dissatisfaction with naturally occurring variations in stone products

### **Modifications to the Policy:**

Acustone reserves the right to update or amend this policy at any time. Any changes will take effect immediately upon posting the revised policy on our website or notifying customers.

### **Contact Information:**

For any questions about returns, refunds, or exchanges, please contact us at [info@acustone.com.au](mailto:info@acustone.com.au).

## Warranty

Acustone Panels carry a 1-year warranty against manufacturing defects.

Stone Veneers supplied by Acustone carry a 5-year warranty.

Warranty covers defects in materials and workmanship under normal use. It does not cover damage due to improper installation, misuse, accidents, or natural wear and tear.

For warranty claims or inquiries, please contact us at [info@acustone.com.au](mailto:info@acustone.com.au).