

**1. Introduction** We strive to provide our customers with the highest quality parts and products. If you are not completely satisfied with your purchase, we offer a return and refund policy to help resolve any issues. Please read the following policy carefully.

### 2. Eligibility for Returns

- Returns are accepted within **30 days** from the date of delivery. No return will be accepted after 30 days.
- The item must be in its **original condition**, unused, and with all packaging and labels intact.
- The following items are **non-returnable**:
  - Parts that have been installed or used.
  - Items that are damaged due to misuse or improper installation.
  - Custom or special-order parts.

### 3. Refund Process

- To initiate a return, please contact your sales representative who provided you with your original quote , providing your order details and reason for return.
- Once the return is approved, you will be provided with instructions on how to return the item.
- **Refund Amount:** You will receive a refund for the cost of the item only. Shipping costs and credit card surcharges are non-refundable.
- **Restocking Fee:** A restocking fee is charged at 20% of the total cost.
- Your sales representative will provide you with a refund request form which will need to be completed and returned.
- Refunds will be processed within **7-10 business days** after the returned item is received and inspected.

### 4. Customer Responsibility for Return Shipping Costs

- The customer is responsible for all return shipping costs. If you would like Freedom Motors to organise the return shipping for you the cost of the shipping along with an administrative fee of \$10 will be deducted from your refund.
- Please ensure that the returned item is properly packed to avoid any damage during transit.
- We recommend using a **trackable shipping service** or purchasing shipping insurance, as we cannot guarantee the receipt of returned items without tracking.
- If an item is lost in transit when being returned to Freedom Motors Australia we do not take any responsibility and no refund will be issued.

### 5. Exchanges

## Parts Refund and Returns Policy

- At this time, we do not offer direct exchanges. If you wish to exchange an item, please return the original item for a refund and place a new order for the desired part.

### 6. Damaged or Defective Items

- If the item received is defective, damaged, or incorrect item was provide by Freedom Motors which was not quoted, please contact your sales representative immediately within **2 days** of receipt.
- We will arrange for a **replacement** or issue a refund for the damaged part.
- **Return shipping for damaged or incorrect items will be covered by us.**

### 7. Contact Us

If you have any questions or need assistance with your return, please reach out to us at:

- Email: [sales@freedommotorsaustralia.com.au](mailto:sales@freedommotorsaustralia.com.au)
- Phone: **02 8806 5130**

### 8. Changes to the Policy

We reserve the right to modify or update this return and refund policy at any time. Please check this page periodically for updates.

By purchasing from us, you agree to these terms. Thank you for choosing Freedom Motors Australia!