

Desooth pty ltd t/as Charmhaven aqua centre

26 Arizonia Rd Charmhaven NSW 2263

Email [info@charmhavenaquacentre.com.au](mailto:info@charmhavenaquacentre.com.au)

web site:- [www.charmhavenaquacentre.com.au](http://www.charmhavenaquacentre.com.au)

Abn 71073690650

Ph Admin office 02 43940225

## **Refund, Return and Repair Policy**

This Refund, Return and Repair Policy is applicable to purchases made from  
[www.charmhavenaquacentre.com.au](http://www.charmhavenaquacentre.com.au)  
and desooth pty ltd

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At Desooth pty ltd Online we want our customers to be satisfied with their purchase.

We therefore recommend you read our Refund, Return and Repairs Policy prior to you making a purchase from Desooth pty ltd online, so you are familiar with our policy on refunds, returns and repairs and your rights under the Australian Consumer Law.

We also recommend you immediately inspect any goods that we deliver to you or that you collect from Desooth pty ltd , to ensure you are completely satisfied with the goods, including that the goods are of acceptable quality, and match the description we have provided to you.

If you have any questions about this policy, please contact [our Privacy officer](#)

## **About our Refund, Return & Repair Policy**

This is the Refund, Repair and Return Policy of Desooth pty ltd Online, and applies where you make a purchase online from [www.charmhavenaquacentre.com.au](http://www.charmhavenaquacentre.com.au) . or desooth pty ltd

## **Change of Mind**

Please choose carefully as refunds are not normally provided where you have simply changed your mind, made a wrong selection or simply found the goods cheaper elsewhere. We recommend you carefully preview any orders before adding them to your shopping cart and proceeding with your order.

## **Consumer Guarantees and Your Rights Under the Australian Consumer Law**

Refer <https://www.accc.gov.au/Consumers/consumer-rights-guarantees> for more information.

## **Goods Damaged in Transit**

If any goods arrive damaged, please contact our [Office /Admin staff](#) as soon as possible. Desooth pty ltd Online will arrange to have the damaged goods returned to our premises and either arrange for a replacement of the goods or refund the price to you. Damaged goods must be returned in the condition received by you with all original packaging, accessories and/or manuals.

## **Refunds**

Refunds will be processed by Dsooth pty ltd and will normally be processed within 7 days.

## **Delivery Charges**

Where Desooth pty ltd Online considers the goods to have breached a consumer guarantee, any shipping costs to return the goods to Desooth Online will be at Desooth pty ltd Online's cost.

## **Returns and Repairs**

You may return goods we have delivered to you by mail by contacting our [Office/Admin Staff](#)

You may also contact or attend Desooth pty ltd where you collected your goods, or where your goods were despatched from, and a Desooth admin staff member will assist you with any return or repair. This may include inspecting the goods, arranging for the goods to be sent for repair, or providing you with a replacement.

Goods must be returned within a reasonable time no later than 7 days. This timeframe may vary from product to product and may depend on the type of product you purchased and the price you paid.

If any goods cannot be easily returned to us or, due to their size, the fault or because they have been affixed or installed in your premises, please contact Our office/Admin Staff and we will arrange an inspection to assess the goods.

Goods returned for repair will be assessed and/or repaired within a reasonable time. You may be provided with an indicative repair time, which time may vary due to reasons beyond ours or the repairer's reasonable control, such as part availability and incorrect fault description.

You may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide you with an indicative fee, which fee may vary due to reasons beyond our control.

If any goods that you return are capable of retaining user generated data such as files stored on a hard drive, telephone numbers stored on a mobile phone and songs stored on a portable media player, the replacement or repair of the goods may result in loss of the data. In these circumstances, we recommend you back up data to prevent data loss, and remove sensitive or confidential data, as a party assessing and/or repairing your goods may be required to view data in the course of carrying out the assessment. We will not be responsible for any data loss or use or integrity.

In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

If you wish to view the refund, return or repair policies please contact or visit the Desooth Pty Ltd online store for details.

## **Contact Us**

Where you have any questions or concerns relating to your Order, please immediately contact our Admin Office [or our Privacy officer at:-](#)

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