

## **PEN CITY PTY LTD RETURNS POLICY**

Pen City Returns Policy applies to [www.pencity.com.au](http://www.pencity.com.au)

If for any reason you are not completely satisfied with your purchase we will give you a fourteen-day credit-return guarantee from the time you receive the goods. Please email us at [info@pencity.com.au](mailto:info@pencity.com.au) within that time if you are not satisfied with your purchase so that we can resolve any issues.

This return policy does not apply to goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered parcel post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit; therefore advise you take out shipment registration of insurance with your postal carrier. Pen City Pty Ltd will not be responsible for parcels lost or damaged in transit if you choose not to insure.

### **Returning Pen City Online products**

We will offer an exchange or credit on most products purchased at [PenCity.com.au](http://PenCity.com.au). If you are not completely satisfied with your product, return it within 14 days to us for an exchange or credit. Please refer to the full Pen City Pty Ltd Policy for details.

### **How to return a product ordered on [www.pencity.com.au](http://www.pencity.com.au)**

Products ordered at [www.pencity.com.au](http://www.pencity.com.au) may be returned to our store. You will need your tax invoice (email receipt) as information on this is needed as proof of purchase. For change of mind credit/exchange, delivery fees are non-refundable and all postage costs are that of the buyer.

### **Faulty, Damaged or Incorrect Product Delivered**

If you believe an error has been made or an item is not as it should be please contact the Customer Service Team on [info@pencity.com.au](mailto:info@pencity.com.au) or phone: +613 9670 6775 as soon as possible.

We apologise for the inconvenience, we will resend the correct item to you as soon as we can. If a suitable item cannot be sent a full refund will be offered.

### **Pen City Pty Ltd Returns Policy**

#### **Change of Mind Returns**

If you wish to return an item because you have changed your mind about your purchase, Pen City will offer you a credit voucher or product exchange provided that:

- You return the item within 14 days of delivery receipt;
- You produce your original Pen City receipt at the time you return the item
- The item is in resalable condition including that:

- It is in its original packaging, including instruction manuals and all accessories;
- It is unworn, unopened, unused and in its original condition;
- The product is not one on which a change of mind return is not available (see below).

If these requirements are not satisfied Pen City reserves the right not to offer an exchange or credit voucher for change of mind returns.

### **Goods on which a change of mind return is not available**

The Pen City Change of Mind Returns Policy is not available to any products including discontinued lines, specified as 'Sale No Return' in the product description.

These products can still be returned if they are faulty (excluding pre-sale faults specified in store soiled goods), the product is not fit for its intended purpose or does not match the description.

Please note Pen City may elect to return faulty items returned after 30 days to the manufacturer's repair agent to determine the nature of the problem. If the product is determined to be faulty, not of merchantable quality, not fit for purpose or not matching a description or sample Pen City will handle under the items warranty terms.

If you cannot present your Pen City receipt or other acceptable proof of purchase Pen City reserves the right not to offer a refund or exchange.

Where you seek a refund for any item that was purchased as part of a 'deal', Pen City may refund the price in accordance with deal eligibility. No refund will be given on free items and any refund amount may be recalculated if your return results in deal eligibility no longer being met.

### **Operating Difficulties**

If you are experiencing operating difficulties with items purchased we recommend you first contact us before returning the product. Many operating difficulties can be quickly solved with the right advice.

### **Pen City reserves the right to:**

Assess the condition and age of returned goods prior to offering a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

Please note:

- Your original Pen City receipt is the best form of proof of purchase
- Refunds will be issued using your original payment method
- Refunds will not be provided for the purchase of gift certificates. Gift certificates are not redeemable for cash.
- Please return any accessories and manuals supplied with product