



RETURN POLICY

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, and in its original packaging. You'll also need the receipt or proof of purchase along with photographic evidence that the parcel (s) have been unopened.

To start a return, you can contact us at: info@summitwf.com.au

If your return is accepted, then please send it back (At the purchasers cost) to 48 Industrial Drive, Sunshine West, Vic, 3020. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at: info@summitwf.com.au

DAMAGES AND ISSUES

Please inspect your order upon reception and contact within 48 hours of receipt if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right. In order to process your request, we require photographic evidence of the item showing the issue in question. Claims without photos or evidence and after the time period stated above may be rejected. Please also keep the packaging to ensure we can match the received product to order placed.

We also do not cover damage caused by abuse, misuse, abnormal use or any use of the product other than it was intended to be used or by which it was designed.

We also do not cover product that has not been correctly installed or damage during the installation process.

EXCEPTIONS / NON-RETURNABLE ITEMS

Certain types of items cannot be returned such as custom products as these were designed and manufactured for your specific requirements and cannot be on-sold upon return.

Used product also cannot be returned as we cannot ensure that it is still safe.

Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items.

EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

REFUNDS

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.