



These terms were last updated on 27 December 2018.

RETURNS AND EXCHANGES

1. Australian Policy

Tu Solus Australia will provide a refund or an exchange of the product (not services) under the following conditions:

1. the buyer notifies Tu Solus Australia of the faulty or incorrectly supplied product within 7 days of receipt of the product and
2. the product is subsequently returned to us, with the proof of purchase, within 7 days of notification and
3. upon our inspection it is found to be faulty, or in the case of an incorrectly supplied product it is returned to us in its unopened, undamaged and original condition

If a product exchange is not possible (e.g. due to unavailable stock) Tu Solus Australia will offer to refund the purchase price or offer a similar product in replacement.

Tu Solus Australia is unable to provide a refund or exchange if:

- a product has been opened and/or used and/or tested, and the product is not faulty or
- if you change of mind or made a mistake in your purchase or
- the product was purchased through special offers, clearance offers or sale items.

Tu Solus Australia will not be held liable for any uncollected parcels or if the customer supplies an incorrect shipping address. If undelivered the parcel is returned to us, the customer will be liable for any re-postage fees.

2. International Policy

Tu Solus Australia does not offer a return policy for products shipped internationally. As such, please check your order before paying. Once an order leaves our office, Tu Solus Australia is not responsible for any damage, loss, taxes, duties, or clearance delays. Please also check with your customs office for local regulations.