



# Global Inventory Solutions

## Returns Policy Terms and Conditions

### Return Policy:

Item must be returned within 30 days after the buyer receives item. Refund will be given as money back. Buyer is responsible for return postage costs and will not be reimbursed.

### Return Policy Details:

We are committed to providing good quality products to all of our customers. We accept return or exchange within 30 days. No hassle for refund, 30 business days money back guarantee after we received the returned items. We hope that you are pleased with your purchase. If you are not satisfied with your purchase, please contact us by email at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'GIS Purchase' and the item any time within 30 days of the transaction. We will issue you a return for credit authorisation number for return and you will get the refund less shipping fee within 14 business days. All returned items must be in brand new condition, unused and with original tags and packaging. Any products that have been used are non-returnable. The defective products are eligible for free exchange and no restocking fee will be applied.

### The reason for return:

1. Item Quality problem: Buyer need to provide pictures or videos to show the problem. Please allow us to have 2-3 weeks processing time to issue the exchange or refund. Our mechanic will inspect every return item. After the inspection, if it is the manufacture defective problem, you will get the exchange or refund within 24-48 hours. If you are not satisfied with our products, please contact us first, before you leave any comments. We are dedicated to assuring that you will get top quality products and service.
2. Buyer purchased the wrong item: 15% restocking fee will be charged. Return postage is undertaken by the buyer. Shipping and handling fee is not refundable. Buyer must contact us at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'GIS Purchase' and the Item any time within 14 days after the item arrived. Return item must be in brand new and unused condition with original tags and packaging. Any product that has been used does not qualify for a return or exchange.
3. Shipping damage: We only use Toll/AU Post/TNT top service shipping company. Please check the package when it arrives. Please Do NOT sign for any damaged package. It is your responsibility to sign the delivery in person and inspect the package before you sign anything. If you noticed the package is broken, please ask the delivery man to file the shipping damage claim immediately. Also please give us your shipping damage case number, we will help you to get the compensation from shipping company as soon as possible.
4. Buyer does not want the item: 15% restocking fee will be charged. Return postage is undertaken by the buyer. Shipping and handling fee is not refundable. Buyer must contact us at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'GIS Purchase' and the Item any time within 14 days after the item arrived. Return item must be in brand new and unused condition with original tags and packaging. Any product that has been used does not qualify for a return or exchange.
5. We shipped the wrong item: Return items must be in original condition. Buyer must contact us at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'GIS Purchase' and the Item any time within 14 days after the item arrived.



# Gumtree Online Returns Policy Terms and Conditions

## Return Policy:

Item must be returned within 30 days after the buyer receives item. Refund will be given as money back. Buyer is responsible for return postage costs and will not be reimbursed.

## Return Policy Details:

We are committed to providing good quality products to all of our customers. We accept return or exchange within 30 days. No hassle for refund, 30 business days money back guarantee after we received the returned items. We hope that you are pleased with your purchase. If you are not satisfied with your purchase, please contact us by email at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'Gumtree Purchase' and the item any time within 30 days of the transaction. We will issue you a return for credit authorisation number for return and you will get the refund less shipping fee within 14 business days. All returned items must be in brand new condition, unused and with original tags and packaging. Any products that have been used are non-returnable. The defective products are eligible for free exchange and no restocking fee will be applied.

## The reason for return:

1. Item Quality problem: Buyer need to provide pictures or videos to show the problem. Please allow us to have 2-3 weeks processing time to issue the exchange or refund. Our mechanic will inspect every return item. After the inspection, if it is the manufacture defective problem, you will get the exchange or refund within 24-48 hours. If you are not satisfied with our products, please contact us first, before you leave any comments. We are dedicated to assuring that you will get top quality products and service.
2. Buyer purchased the wrong item: 15% restocking fee will be charged. Return postage is undertaken by the buyer. Shipping and handling fee is not refundable. Buyer must contact us at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'Gumtree Purchase' and the Item any time within 14 days after the item arrived. Return item must be in brand new and unused condition with original tags and packaging. Any product that has been used does not qualify for a return or exchange.
3. Shipping damage: We only use Toll/AU Post/TNT top service shipping company. Please check the package when it arrives. Please Do NOT sign for any damaged package. It is your responsibility to sign the delivery in person and inspect the package before you sign anything. If you noticed the package is broken, please ask the delivery man to file the shipping damage claim immediately. Also please give us your shipping damage case number, we will help you to get the compensation from shipping company as soon as possible.
4. Buyer does not want the item: 15% restocking fee will be charged. Return postage is undertaken by the buyer. Shipping and handling fee is not refundable. Buyer must contact us at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'Gumtree Purchase' and the Item any time within 14 days after the item arrived. Return item must be in brand new and unused condition with original tags and packaging. Any product that has been used does not qualify for a return or exchange.
5. We shipped the wrong item: Return items must be in original condition. Buyer must contact us at [marketing@truckcentrewa.com.au](mailto:marketing@truckcentrewa.com.au) with the subject header 'Gumtree Purchase' and the Item any time within 14 days after the item arrived.