

## RETURNS AND REFUNDS POLICY

### CHANGE YOUR MIND AND RETURN GOODS FOR CREDIT/REFUND/EXCHANGE

Notification of the intent to return must be received from the buyer within 10 business days of the delivery date of the order. Provided the goods are in brand new, unused, and uninstalled condition, and include all the original packaging and hardware, goods can be returned for a refund of the item cost or exchanged for something else that may suit the buyers needs better within 28 days of purchase. Return shipping of the items back to us is at the buyer's cost and arrangement. Images must be received of the goods to ensure eligibility for return. The condition of the returned goods will be assessed once received. We recommend an insured freight method and that goods are packed in a manner that will not incur damage in transit as this will void the return. Upon receipt of your goods, you will be notified of the approval or rejection of return. If approved, your refund or credit will be processed within 5 business days to your original method of payment. If payment was by bank deposit, you will need to provide us with bank details. If you are exchanging your goods, on approval your credit will be applied to a new items order.

Important Note: Freight incurred for original shipment of goods will be withheld from any refunds.

### WARRANTY BASED RETURNS

C & U Group Pty Ltd stands by the manufacturer's warranty of all products sold on our site and will gladly assist in the warranty process for any items that are faulty within the advertised warranty period. Machines are covered by the manufacture for 2 years; bags are covered for 30 days.

### 30 DAY GUARANTEE

We try our best to ensure that all products are shipped free from defects. In the case that you do receive a faulty product upon delivery, do not panic, simply contact Wet Umbrella and we will organise to have the item replaced or the issue rectified for you as soon as possible.

### WARRANTY ISSUES OVER TIME

All warranty issues are dealt with by Wet Umbrella under our warranty policies. If a problem occurs with your purchased item within the period covered by the manufacturer's warranty, please contact us back immediately for a direct resolution of your warranty claim. Frist take images and accurate description of the fault before returning to Wet Umbrella. If you have difficulty we will gladly assist in this warranty process in any way we can.

WET-UMBRELLA.COM