



RETURNS & CANCELLATIONS

Document ID	Returns & Cancellations Policy
Date	02/07/2019
Date of Next Review	02/07/2020
Version	1.0
References and Legislation	Competition and Consumer Act 2010

We believe in a fair and open returns and cancellation procedure, we want to make the process of returning your damaged or faulty items simple and easy, so we have created an online form for you to fill out. Please note this procedure falls within the ACCC Competition & Consumer Act 2010.

1. CANCELLATIONS / PASSING POINT OF DELIVERY

- Please choose carefully, we do not provide order cancellations as orders are submitted automatically to our manufacturer.

2. RETURNS POLICY

- All Goods are non-returnable and non-exchangeable unless goods are;
 - Damaged
 - Damaged in Transit
 - Faulty
- It is critical that you check your item for damage within 7 days of the postage confirmation date.
- All damage should be photographed and submitted to us immediately [here](#).
- If you do not report damage to us within 7 days of the postage confirmation date, you will void your claim to a refund.
- All goods returned to The Blue Light Company must firstly be approved using the returns procedure found below then shipped back to our PO Box listed at the end of this document.
- Unless otherwise agreed in writing, the buyer 'You' will take responsibility of the returned goods costs and delivery, including damage or lost / missing deliveries.

3. RETURNS PROCEDURE

- You can begin the returns approval process by completing our returns form found [here](#).

PO Box: PO Box 49, Burswood, Western Australia 6100