

RETURNS & REFUND POLICY

(1) Customer Satisfaction

At Global Cleaning Supplies, customer satisfaction is our priority. We offer refunds, repairs, and replacements in accordance with the Australian Consumer Law and the terms set out in this Policy.

(2) Australian Consumer Law

Consumer Guarantees: Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us and receive a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

(3) Change of Mind

If you receive the products or services as stated but simply change your mind, we may, at our discretion, offer you a refund or exchange provided that:

You notify us within 7 days of receipt.

In the case of services, the services have not already been performed.

The product is in its original condition, unused, and in its original packaging.

(4) Products Damaged During Delivery

If a product you ordered is damaged during delivery:

Please contact us as soon as possible.

Return the damaged product in the condition it was received, along with any packaging and other items.

We will organize to repair the damaged product, collect and replace it with an equivalent product, or provide a refund, provided you contact us within 30 days from the date you received the product.

(5) Exceptions

We may refuse to provide a repair, replacement, or refund if:

You misused the product in a way that caused the problem.

You knew or were made aware of the problem(s) with the product or service before you purchased it.

You asked for a service to be done in a certain manner, or you requested alterations to a product, against our advice, or you were unclear about what you wanted.

Any other exceptions apply under the Australian Consumer Law.

(6) Shipping Costs for Returns

If a product you purchased fails to meet one or more Consumer Guarantees under the Australian Consumer Law, we will bear any costs of shipping the product back to us.

If the product satisfies the terms of our Change of Mind policy, you are responsible for any costs associated with shipping the product back to us.

(7) How to Initiate a Return

To initiate a return, please follow these steps:

Contact our customer support team at sales@globalcleaningsupplies.com.au within 30 days of receiving your order.

Provide your Invoice/order number and details of the item(s) you wish to return.

Our team will review your request and provide return shipping instructions.

Ship the item(s) back to us using a trackable shipping method.

(8) Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed within 1-5 business days, and the amount will be credited back to your original payment method.

(9) Contact Information

For any questions regarding our Returns Policy, please contact us at:

Email: Info@globalcleaningsupplies.com.au

Phone: 02 8519 9276

Address: 16/20 Meta St Caringbah, NSW, 2229

We appreciate your business and strive to make your shopping experience as smooth as possible!