

# Returns Policy & Terms

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## OUR #1 PRIORITY IS SATISFIED CUSTOMERS

We endeavour to guide you through every step of your purchase if need be and always strive to offer you the best price, best service & best advice. If you have any questions, we will endeavour to provide information that is accurate and most appropriate for your application.

In the event that products need to be returned please follow our policies below and if you have any questions don't hesitate to email us via [sales@racetyresqueensland.com.au](mailto:sales@racetyresqueensland.com.au) for any further questions.

### What is the Return & Refund policy?

If ordered goods have been freighted to you (in Qld or any other state in AUS) and you change your mind after receiving them you can return these items within **5 business days**.

You must contact us about the return via email with invoice attached to confirm you are sending the items back to us in good undamaged condition in original packaging. You must attach photos for proof of all items on your email to show us they are undamaged with original packaging and unmounted. This helps us have a record that items are NOT damaged before they are then picked up by a courier and transported back to us.

You will be charged the freight costs to return the items via courier, stripe fee and also a restocking fee of 10% of the total order value.

**Tyres which have been fitted to rims/wheels cannot be exchanged.** All refunds are processed once we receive the goods back and they are undamaged and in saleable condition and refunds will be processed in the same way you paid.

Tyres: Tyres may be returned if sent back within 5 business days of purchase in a saleable and new condition. Saleable condition means that **tyres mustn't been fitted onto any wheels or driven on the road**. If we suspect the tyres have been fitted we reserve the right to reject your refund.

### Stock availability

If you purchase items and they are out of stock with our supplier and need to be backordered from overseas (up to 12 week wait depending on which product/s) or cannot be sourced for other reasons there are a few options.

- A full refund will be given (no fees incurred to you)
- The option to wait until the stock arrives from backorder.

If your order has been specially ordered in for you we cannot offer exchange or refund.

### Ordering through us over the phone

If you place your order over the phone, there will be a processing fee between 1.5% to 5% depending on your payment medium (Credit card or direct deposit) - these are fees we are charged by the merchants regardless if your sale is current or cancelled. The only time we will absorb those fees is if we cannot supply stock to you.

### Order Cancellations before dispatch

If your order is placed and paid for, then you decide to cancel due to a change of mind, this is accepted provided the goods have not left our warehouse.

If you wish to cancel your order, please contact our customer service team via email [sales@racetyresqueensland.com.au](mailto:sales@racetyresqueensland.com.au). A cancellation fee applies (if cancelled by the customer) to cover your payment method charge and/or our processing time. This charge varies depending on your payment method but is generally no higher than 5% of the total value of your order. There will be **no restocking fee** involved at this stage of the order.

### Will I need to pay for the return delivery?

Yes. All return freight is to be paid by the customer if they decide to use a delivery courier. There will be no courier fees if they wish to return to our store in person. Do note that the 10% restocking fee will still apply regardless.

### When are my goods NOT eligible to be returned

- If your items have been damaged or have been fitted.
- If your items are not in original packaging (please see above instructions on tyres & accessories)
- You make a wrong purchase decision - items may be exchanged but no refund will be issued.
- If you purchase an item from us with the incorrect information supplied to us regarding model and fitment requirements.
- On items we have specifically ordered and advised prior that are non-returnable (Special order tyres)
- After 5 business days from the date of purchase (or the day you receive the goods)

### Faulty Goods Return

If you believe you have purchased a faulty product, Race Tyres Queensland may have the faulty product inspected to determine the nature and cause of the fault.

Race Tyres Queensland reserves the right to decline an exchange, refund where any product fault is caused by misuse or neglect.

### Do I need to contact you before returning something?

Yes, in all instances, please do not return items for refund before contacting Race Tyres Queensland for advice.

### Delivery conditions

Unless the buyer has given the seller consent to leave the goods unattended upon delivery, it is the responsibility of the buyer to ensure that someone is present, at the delivery address, to accept the goods. Any redelivery fees incurred from the delivery freight carrier will be passed on to the buyer. Please check your tracking information provided to you when your order is dispatched to ensure you will be home or present at your delivery address on the nominated day/s.

If you select "Authority to Leave" (ATL) or give this authority in your delivery notes on your order you are giving the courier Authority to leave the parcels at your nominated address without a signature or someone accepting your items. We cannot guarantee the safety of this kind of delivery and all responsibility is placed on the customer when doing this.

Tracking details will be provided to you (via email) when your items have been dispatched. It is your responsibility to monitor the tracking to ensure you can receive the items. Re delivery fees can be expensive on bulky items which as wheels and tyres.

- Credit Card Payment via the webstore or over the phone:

Refunds processed from our website sales or if you have made payment over the phone will incur a 3% fee on refund. This is a fee which covers the transaction itself and is separate to the re-stocking fee. It will be deducted from your refund. These secure payments are processed through Stripe Payment gateway to ensure yours and our security when making/accepting payments online

#### Other Information

Free shipping if applicable, applies only to metro areas of Brisbane. An oversized and overweight surcharge will apply on large tyre deliveries. Metro areas are defined as any location within a 50km radius of the Central Business District (CBD) of a major city in Australia. Additional costs do apply for regional areas starting from \$49.00 per pkg. Please contact Race Tyres Queensland via email [sales@racetyresqueensland.com.au](mailto:sales@racetyresqueensland.com.au) for costs to regional areas.

#### Disclaimer

In an effort to provide our valued clients with the most up to date and accurate information Race Tyres Queensland is continuously implementing real-time updates to our online store.

Due to the immediate nature of these updates, the correction of any errors and/or omissions can happen at any time without prior notice. This information may include but is not limited to pricing, availability, suggested use, fitment, compatibility, and warranties.

Race Tyres Queensland is not responsible for any additional charges, labour, loss, or damage incurred as a result of information, correct or incorrect, referenced or products purchased from Race Tyres Queensland. While we work to avoid any errors or omissions that may appear on the Race Tyres Queensland website, we do reserve the right to cancel any undelivered orders based on inaccurate information.