



## Warranty and Returns FAQ's

### When will my order arrive?

Please allow up to 7 business days for delivery after placing your order. Delays outside our control may be experienced.

### Can I track my order?

When your item is despatched, you will receive a confirmation email with your Tracking Number. You can enter your Tracking Number through our online track and trace function to trace your item in transit.

Our couriers will provide a date of arrival but cannot provide a specific time or phone you prior to delivery.

### Is there insurance on my freight?

All freight costs include full insurance.

### What is the delivery charge?

Refer to our Delivery Information section.

### I just received my item, but it is faulty, what do I do?

All products purchased from garilla.com.au come with warranties and are fully guaranteed.

There are occasionally items that do not work as intended, or get damaged in transit. In the event of this happening with an item you have received, please email our Customer Service team on [info@garilla.com.au](mailto:info@garilla.com.au) and give a full detailed description and a photograph of the problem including your Order Number.

Depending on the problem our customer service team will determine how best to resolve your problem with the minimum inconvenience to you.

If it is found that the item you received is faulty then we will exchange it at no cost to you. If neither garilla.com.au, nor our supplier, has any more of the product in stock, then a full refund will be provided.

### **I have received my item but it is damaged, what do I do?**

If you have received an item that is damaged please contact us at [info@garilla.com.au](mailto:info@garilla.com.au) and advise us of the nature and extent of the damage, this is best done with a photograph.

Please also advise us of your name, contact number and order number.

It is important for the purposes of our insurance claims that you take digital photos of the carton as it arrives and also of the damaged articles.

We will replace any items damaged in transit, at our cost, just as soon as we receive the damaged item back, or in many circumstances, as soon as we receive the photos.

### **What about specials on freight charges?**

Garilla.com.au reserves the right to offer limited freight specials, all advertised specials override the standard delivery fees, and limited offers can change without notice, these limited offers will not be offered after they have been removed from the Garilla.com.au site.

### **Do the prices include GST?**

All prices quoted are in Australian dollars (AUD) and are inclusive of GST where applicable.

### **How do I pay for my item?**

Payments are accepted through Pay Pal.

### **When will my credit card be debited?**

On processing your order, we must authorise the full amount of the payment, including any freight charges. Your credit card will be debited at the time of order.

### **Why do I need to join Garilla.com.au to purchase an item?**

A first time purchaser of Garilla.com.au implies acceptance to receive the garilla.com.au members web letter and is therefore automatically added to the distribution list. Upon receipt of first web letter, you are freely and conveniently able to unsubscribe to further communications. For future purchases your details will be retained for an easy checkout process.

### **What is Garilla's Policy on Exchanges and Refunds?**

If you decide that you do not want an item you have ordered, you may take advantage of our No Questions Asked Money Back Guarantee and return it to us. To do this you must notify us of your intention to return the item you no longer want via an email to [info@garilla.com.au](mailto:info@garilla.com.au) within 14 days of us dispatching your order to you. Returning the item to us will be at your cost and it must be in its original packaging.

### **If I need to return my item, who pays for the postage costs?**

If the item becomes faulty during the Dead on Arrival (DOA) period, which is within the first 14 days after we dispatch it then all return shipping costs will be covered, by garilla.com.au.

During the warranty period, after the DOA period, you will need to cover the return shipping costs to garilla.com.au.

Should you have a change of mind and would like to either exchange the item, the return shipping will be at your cost. We recommend registering and taking transit insurance on your return postage to us as items in transit are your responsibility until received back to our warehouse.

### **Where is my refund?**

Once we have received your returned item or the refund has been approved according to your issue, we will then send you either notification of receipt of your item and/or an email issuing you a credit Refund. The type of Refund will be based on previous discussions, as to the type of problem. You will either receive a refund to your Pay Pal account or a credit in the form of a Coupon, which you can then use on a future purchases.

### **What is a Garilla Voucher?**

From time to time Garilla.com.au will offer discount vouchers for certain promotions, generally terms as a "voucher". The voucher cannot be used in retrospect and must be claimed during the transaction process. One discount is available for use per order