

Shipping, Returns & Refunds Policy | Terrace Boating & Leisure Centre

1. Overview

This policy outlines how we manage shipping, returns, and refunds in accordance with the *Australian Consumer Law (ACL)*.

Nothing in this policy excludes, restricts, or modifies your rights under the ACL.

Under the ACL:

- You are entitled to a **replacement or refund** for a *major failure*.
- You are entitled to **repair or replacement** if goods fail to be of acceptable quality and the failure is not major.
- You may also be entitled to compensation for any reasonably foreseeable loss or damage.

2. Shipping Policy

Processing Time

- Orders are processed within 1–3 business days (excluding weekends and public holidays).
- Processing times may be longer during peak periods.

Shipping Rates & Delivery Estimates

- Shipping costs are calculated at checkout.
- Estimated delivery times:
 - Standard Shipping: 3–7 business days
 - Express Shipping: 1–3 business days
- Delivery timeframes are estimates only and not guaranteed.

3. Returns Policy

Change of Mind Returns

- We may offer returns for change of mind, subject to the following conditions:
- Return requested within 30 days of delivery
- Item is unused, in original condition, and in original packaging
- Proof of purchase is provided

Please note: Change of mind returns are not required under Australian Consumer Law and may be refused at our discretion.

Non-Returnable Items

The following items are not eligible for change of mind returns:

- Gift cards
- Sale or clearance items
- Personalised or custom-made or special-order products

4. Refunds Policy

When Refunds Are Provided

- Refunds will be provided where required under the Australian Consumer Law, including for major failures.
- Refunds may also be provided for approved change of mind returns (if applicable under our policy).

Refund Method

- Refunds will be issued to the original payment method where possible.
- Processing time: 5–10 business days after approval.

Partial Refunds

Partial refunds may be offered where:

- Items are returned used or damaged (for change of mind requests)
- Items are missing parts or packaging

5. Faulty, Damaged or Incorrect Items

If you receive a faulty, damaged, or incorrect item:

- Contact us as soon as possible with proof of purchase and photos (if applicable)
- We will assess the issue and provide a remedy in line with Australian Consumer Law
- We will cover return shipping costs where the item is faulty or incorrect.

6. Exchanges

- Exchanges are available for faulty or damaged items where appropriate.
- For change of mind, exchanges may be offered at our discretion.

7. Contact Us

If you have any questions or need assistance, please contact us:

- Email: sales1@terraceboating.com.au
- Phone: (02) 4983 5600
- Address: 2382 Pacific Highway, Heatherbrae NSW 2324