

RETURNS POLICY

1. If a consumer requires a refund they should:
 - a. Report the details of the fault or take the goods back to City Stationery within 7 working business days;
 - b. State what remedy they would like, replace, refund, or repair where applicable;
 - c. Provide proof of purchase when returning the goods;
 - d. Be sure that they did not cause the fault;
 - e. Stop using the faulty item;
 - f. Make sure they care for the goods while in possession.
2. Refunds are to be given in the same way the purchase was made. For example, cash for cash, card for card.
3. If the goods don't work, break down or develop a serious fault, that is a manufacturing problem, then the trader must put consumers in the position they would have been in if the fault had not occurred
4. Consumers returning items covered under a manufacturer's warranty are still allowed to choose between a refund, repair or replacement if it is a manufacturing fault. This item may have to be sent to the supplier by City Stationery for assessment. No refund, replacement or repair will be done until this is determined whether it is a warranty issue or not.
5. Consumers must ensure that the goods are:
 - a. Not damaged by being used in an abnormal way;
 - b. Not disposed of, lost or destroyed;
 - c. Not made unmerchantable: eg, substantially reduced in value by delaying return
 - d. Has the original packaging the product was purchased with
 - e. A product that since purchasing has past its use by date
6. A warranted item is to be returned and a service fee may be charged to repair the goods by the supplier
7. City Stationery is not required to give a refund for:
 - a. Change of mind;
 - b. Where a customer has found it cheaper elsewhere;
 - c. Misuse or not following instructions;
 - d. Consumers unable to prove when and from whom the item was purchased.
 - e. A CSO (customer special order) which is an item not kept as a regular stock line by any City Stationery store and is ordered on special request for a consumer.

City Stationery Store

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