

Terms and Conditions

Since 1987, we at Laxale's pride ourselves on providing a superior level of service and a wide portfolio of local and international brands. We appreciate that you want to shop with the confidence of knowing that if you are not completely satisfied with your purchase, you can simply return it to any Laxale's department store and we will provide you with a Credit Note, refund or repair within the following guidelines.

Please retain your receipt

In order to obtain a refund, exchange or to repair a product purchased from Laxale's, you must have clear proof of purchase – typically a receipt. If you do not have clear proof of purchase, Laxale's is not obligated to offer you an exchange, refund or repair. However, under certain circumstances Laxale's may elect to repair, exchange or issue a Credit Note for the product. For loss prevention purposes we will need to record your personal details.

Is the product faulty, unfit for purposes or does it match it's advertised description?

Once proof of purchase has been established, if the product fault can safely and clearly be determined in-store, we will offer you either a refund, exchange, repair or Credit Note.

Where the product fault is difficult or potentially dangerous to determine in-store (for example if it is electrical or an item of furniture), we will need to consult with the manufacturer or repair agent to determine the fault and resolution. Please note for Hairdressing Furniture and Equipment warranty claims, equipment must be installed by professional plumbers and electricians for warranty to be valid (proof of installation is required). Furniture is covered by a back to base warranty, meaning goods need to be returned to an authorised Laxale's repair centre at the purchasers expense for inspection.

Our sales staff are happy to liaise with the manufacturer or repair agent on your behalf to resolve the issue but it may take six weeks or more to complete the process. It may be more convenient for you to liaise with the manufacturer directly (which may be more time efficient). Laxale's can supply you with their relevant contact details upon request.

Unfortunately, Laxale's cannot offer a refund or exchange where the product has sustained damage due to inappropriate use, whether that has been identified by Laxale's, the manufacturer or repair agent. If the product does not match it's advertised description, Laxale's will provide you with either a refund or Credit Note to the value of the item purchased.

Furthermore, no returns can be accepted for goods which have been ordered and manufactured per customer specifications.

Have you changed your mind?

If you still have your receipt and it is within 7 days of purchase, Laxale's will give you an exchange, refund or credit (in the form of a Credit Note), providing the product is: (1) in its original condition and packaging (including manuals and accessories); (2) Not on the Product Exclusion List (please see below).

If you meet the conditions above but are returning a product outside the 7 day return period, Laxale's will offer you an exchange or a Credit Note. If you cannot provide proof of purchase but otherwise meet the conditions listed above, Laxale's will offer you an exchange or Credit Note credited with the value of the item at the lowest recorded system price as it's purchase date cannot be determined.

Furthermore, from time to time we may accept goods for credit but this may incur a handling fee of 15% of the value of the returned goods, plus any freight (if applicable).

Product Exclusion List: Hairbrushes, Combs, Scissors, Manicure Sets, Shavers and Razors, Earrings, Nail Files and other personal care items and hairdressing furniture.

What is a Credit Note and when would I receive one?

A Credit Note provides you with the credit to the value of the goods returned. You may elect to receive a Credit Note (rather than a specific refund) when the product is faulty or does not match the description advertised. A Credit Note may also be given if you change your mind and decide to return a product. The Credit Note is not redeemable for cash and is valid for 12 months from the date of issue.

Furthermore, from time to time we may accept goods for credit but this may incur a handling fee of 15% of the value of the returned goods, plus any freight (if applicable).

What if I can't find my receipt, can I use a bank statement as proof of purchase instead?

Unfortunately Laxale's will not accept a bank or credit card statement unless the amount shown on that statement directly corresponds to the amount at which the product in question was purchased. Where multiple items were purchased in that transaction it limits our ability to establish proof of purchase. Laxale's cannot provide copies of receipts if lost or misplaced.

Please note: When a refund is granted, we will refund the original purchase price via the previous method of payment indicated on the receipt. If you are granted an exchange for reason of not having a receipt, you will be given a Credit Note to the value of the lowest recorded system price as it's purchase date cannot be determined.

Furthermore, from time to time we may accept goods for credit but this may incur a handling fee of 15% of the value of the returned goods, plus any freight (if applicable).

Refunds

Where we've offered you a refund, we know that getting your money back in a timely manner is important too. That's why **we commit** to completing any refund within 15 business days of agreeing to it, assuming all details are valid and correct refund details have been provided.

Cancellations

We may cancel an order if the goods is not available for any reason. We will notify you if this is the case and return any payment that you have made. We will usually refund any money received from you using the same method originally used by you to pay for the goods.

If you wish to cancel your order please contact our Customer Service Team on 02 9609 6020. No cancellation fees apply, unless a deposit has been paid to reserve stock. Once an order has been dispatched it may not be cancelled and the item must instead be processed as are turn and must be returned to the company according to guidelines provided by the customer care department

Warranties and Repairs

All warranties offered are the manufacturers warranties and not that of Laxale's Hair and Beauty Supplies. Each manufacturer provides its own warranty periods and these will vary for each product.

All repairs are carried out by the manufacturer and not by Laxale's. In some cases, faulty items cannot be repaired and a replacement or refund will be offered. Laxale's cannot control the availability of parts of replacement goods.

Laxale's has no control over manufacturer repair periods and cannot advise what they will be. We will however do as required by relevant legislation to ensure your faulty item is handled as quickly as possible and that you are informed throughout the process. In cases where you have returned goods directly to the manufacturer, Laxale's cannot be held accountable for repair periods or communication from the manufacturer.

OFFICE USE **CREDIT PROCESS**

(Within 3 Business Days)

- Warehouse receive and sign for return
- Put return in credit box (one per form)
- Give paper work to Admin to process
- Warehouse put stock away once processed.

OFFICE USE

Approved By:

Action:

Notes:

Credit \$0.00 - \$100.00 – Admin to approve.

Credit \$100.00 + - Management to approve