

Webstore Return Policy

As our customer, you are entitled to a replacement product of the same or equivalent value, or a credit, or a refund if the product you purchased may be faulty.

The time frame for exchange or return of products is strictly 30 days from purchase.

In this circumstance, please follow our returns procedure.

On return of products you will need to complete our Returns Form which has been supplied with your goods.

Within Australia:

If you are in our local area, you can bring us any returns in person, directly to our workshop, at Bay 3, 1 Brady Street, Berkeley, New South Wales.

Returns via post:

You can post us the product you wish to return in a parcel via Australia Post. You will need to have included the Returns Form that you completed above and send it to us within this parcel. The customer is required to pay for shipping of the return of the parcel. For an exchange/replacement of a product, we will ship out a replacement product to you free of charge.

Returns via courier:

For a bulky and/or heavy item (25kgs or heavier or more than 1 metre in length) that you wish to return, we can organise a courier to collect the parcel from you at your cost. Please contact us at service@extech.com.au for this to be organised. The goods must be in transportable condition.

International Returns: Please contact us at service@extech.com.au.

We understand that at times the product you purchased from us might not be suited to you upon receipt. In this case if you have had a change of mind, refunds will not be available. Please ensure that the correct item is selected at the time of purchase. If you realise that the goods were selected incorrectly and contact us prior to shipping we may be able to offer a refund, exchange or credit in this instance. We must acknowledge this with you prior to shipping.

Customers must be vigilant in respect of understanding the full description and details of the product you purchase online, as we do not offer a refund on change of mind. Please contact us prior to purchase if you have any questions on the suitability of the goods.

Warranty Products:

If your product comes with a warranty, it will be stated on the purchase page, please complete the Warranty Form that came with your product, and email it to us at service@extech.com.au.

After we have received your Warranty Form, an Explosion Technologies staff member will be in contact with you within 3 business days. If the product is accepted as a warranty, a courier will be organised by us and we will have the parcel collected from you. The customer is responsible for packaging any product in a secure manner when sending it back to our workshop.

Email us on service@extech.com.au with your contact details or call us on (02) 4272 6075.