

Brandworx Returns Policy & Procedure

Brandworx will happily assist customers with standard returns who wish to return products within 30 days of purchase.

Standard Returns

To qualify the returned product must be

- A stocked product
- In its original condition (clean, unwashed, unused, unaltered and must be in original packaging with original tags)
- Accompanied by the original invoice (Brandworx will make every effort to find your invoice if needed)

Special Orders

Special orders refer to any order of product not normally stocked by Brandworx.

These items can be returned subject to manufacturer/vendors return policy.

The customer is responsible for all costs associated with special order returns which can include freight and restocking fees.

As stated in our standard returns policy items must be

- In its original condition (clean, unwashed, unused, unaltered and must be in original packaging with original tags)
- Accompanied by the original invoice (Brandworx will make every effort to find your invoice if needed)

Brandworx can offer an exchange, refund or in store credit (valid for 6 months) for approved returns.

Decorated or Altered Garments

Please choose garments and sizing carefully as embroidered, screen printed or any decorated or altered garments will not be refunded or exchanged.

Faulty Goods

Faulty products will be repaired or replaced as per the manufacturer's warranty.

In some circumstances it may be necessary for the product to be returned to the manufacturer to be examined.

Procedure for Returns

1. Fill out the Return Form Including Item, quantity and reason for return.
2. Email or fax return form to sales@brandworx.com.au or 02 4276 1154
3. Brandworx will email an RA to accompany the goods
4. Returns are at your own expense with the exception of incorrect supply or faulty goods.

Warranty

During the Warranty period Brandworx will repair or replace at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.