

## Refund Policy – SHIMICOAT Pty Ltd (“The Contractor”)

### Product Returns

If for any reason you are not satisfied with your purchase, SHIMICOAT will happily refund and accept returns for items purchased from our website [www.shimi.com.au](http://www.shimi.com.au) “online store” within 14 days of the delivery date.

All returned items must be in their original conditions, unopened with the original packaging intact. Used products will not be refunded. Items that have tags or labels removed or damaged will not be refunded. Return shipping cost is paid by purchaser.

For size exchanges, please state the requested size on the return form. If a requested size cannot be fulfilled, you will receive full refund instead.

We will refund or exchange an item as soon as it is received and processed in our warehouse. Refunds will be credited into the original credit card used for payment. We cannot make refunds to any third parties.

Please communicate with our office regarding the details of your purchase, reason for return and your desired replacement item or full refund.

Once a return item arrives at SHIMICOAT facilities, it may take up to 14 business days to receive inspect and process the return. You will be notified via email once your return has been completed.

Rejected returns will be sent back to the shipping address on your original order. We recommend registered post or courier to SHIMICOAT office.

Any pre-order can only be cancelled prior to being processed. For any order cancellation, please contact SHIMICOAT customer service as soon as possible after the order being placed. We endeavour to retrieve and cancel your order without any extra charges to customers, however, if the order is being processed and product being shipped, refund policy may apply in accordance to SHIMICOAT Terms of Trades.