

DC LASER DESIGNS - REFUND & RETURNS POLICY

1. Order Cancellations

1.1 If you wish to cancel an order after payment has been made and before dispatch, please contact our team as soon as possible.

1.2 For standard (non-custom) items not yet in production, a 10% cancellation fee will apply to cover admin and merchant fees.

1.3 For custom or personalised items where design work has commenced, a fee of \$80 to \$150 (depending on time spent) will be deducted from your refund to cover design labour, admin time, and non-refundable merchant fees.

1.4 Once a stock item has been dispatched or a custom item has entered the manufacturing phase, cancellation is no longer possible. The order may then only be handled as a return, subject to eligibility.

1.5 DC Laser Designs reserves the right to cancel any order at any time.

- 1.5.1 If we cancel due to inability to fulfil, a full refund will be issued.
- 1.5.2 If a customer is unresponsive after 3 contact attempts and 4 weeks, we may cancel the order.
- 1.5.3 In custom design cases, if cancellation is due to lack of customer response, any deposit paid will be retained for services already rendered.

1.6 We are unable to refund or credit orders that were not received in time for events, unless delay is due to our fault.

2. Incorrect Shipping Address / Failure to Collect

2.1 It is the customer's responsibility to ensure the correct shipping address is entered. DC Laser Designs is not liable for returned or lost orders due to incorrect details.

2.2 Our team will attempt to catch address errors, but cannot guarantee this. Always double-check your confirmation.

2.3 Parcels not collected from Australia Post within 14 days will be returned to us. A \$20 Return to Sender fee, plus re-shipping charges, will apply.

2.4 Once your order is shipped, you will receive a tracking number. You must monitor your delivery and ensure it is collected if redirected to a post office.

2.5 Orders returned due to incorrect address or failed collection will be held for up to 6 months. After this period, they may be discarded without refund.

2.6 If an incorrect shipping address results in a lost order that cannot be recovered, no refund or replacement will be issued.

3. 'Safe Drop' and Delivered Parcels

3.1 If your parcel is marked as Delivered or Left in a Safe Place and you have not received it, contact the courier first for proof of delivery.

3.2 We do not issue refunds or replacements for such cases unless the courier confirms an error

(e.g. wrong address). If confirmed, we will remake and resend your order under our shipping insurance coverage.

4. Returns & Exchanges

4.1 We do not offer returns, refunds or exchanges on sale items or custom/personalised items unless faulty.

4.2 Standard stock items may be returned within 30 days of receipt, if unused and in original packaging.

4.3 You must first contact us to request authorisation.

4.4 Once approved, items must reach us within 14 days.

4.5 Return postage is the buyer's responsibility. We recommend tracked postage.

4.6 A 10% restocking and admin fee applies to approved refunds. Shipping charges are non-refundable.

4.7 Approved refunds will be processed within 10 business days of receiving the item, and paid on the 7th or 21st of the month.

4.8 Return Address:

DC Laser Designs

Perth, WA (full address available on request)

5. Personalised & Custom Orders

5.1 Orders for custom or personalised items cannot be cancelled, returned or refunded, unless faulty.

5.2 If unsure about your order, please reach out before purchasing - we're happy to help finalise your vision!

6. Faulty Items

6.1 All DC Laser Designs products are backed by a 30-day workmanship guarantee.

6.2 If you believe your item is faulty, please contact us within 30 days.

6.3 We will assess and either replace or refund the item.

6.4 If confirmed faulty, we will cover reasonable return shipping costs. Damage from misuse or general wear and tear is not covered.

6.5 Refunds will only be issued to the original purchaser via the original payment method.