

RETURNS & PAYMENT POLICY

1 PAYMENT METHOD

1.1 Reward Hospitality reserves the right to not accept any personal or company cheques as a form of payment however we do accept cash, EFTPOS, Visa, Mastercard & Bank Cheques.

2 RETURN OF GOODS

2.1 As a customer you are entitled to request a refund, repair, replacement or compensation for any drop in the value of the product if there is a major failure in that product. A product will have a major failure if it is: —

- faulty or unsafe;
- significantly different from the sample or its description; or
- substantially unfit for the purpose for which the product was sold (or purchased if you indicated such a purpose to us at the time of sale).

2.2 Where there is only a minor failure of the product, we will assess the product and determine if we will provide you with a replacement, repair or refund.

2.3 We will not provide a refund or exchange in the event you change your mind.

2.4 Generally, Reward will provide refunds by EFTPOS, direct deposit, Cheque or Credit Card repayment. However, if you originally purchased a product using a certain method of payment (including cash) you may request the refund be made using that same method. *[For security purposes, where you request a cash repayment and your product is valued over \$150 we will organise for a time for you to collect the cash repayment.]*

2.5 Where a product is damaged through your deliberate or negligent misuse or abnormal use or there has been an unreasonable time since

purchase, we reserve the right to refuse a refund, replacement or repair.

3 PROOF OF PURCHASE

3.1 We will issue you with a valid tax invoice or receipt upon purchase of our products. We highly recommend you keep a copy of your tax invoice or receipt to assist in the event of a return, refund or replacement of the product.

3.2 However, we will also accept alternate forms of proof of purchase for example credit card statement. If you provide these alternative forms of proof of purchase, we may request more than one type of proof to support your claim (for example where the proof does not itemise the good).

4 CONSUMER GUARANTEES

4.1 This policy in no way attempts to exclude or limit your rights as a consumer under the Australian Consumer Law. As a consumer you are entitled to the benefits of the statutory consumer guarantees detailed in the Australian Consumer Law and this policy should be read in conjunction with those consumer guarantees.

RETURN POLICY UPDATE

Change of mind refunds will not be available on items purchased from the following categories from Thursday 19/03/2020 until further notice:

- Toilet tissue and associated washroom products
- Hand sanitisers
- Chemicals
- Tissues
- Takeaway packaging such as disposable plates, cutlery or carry-bag
- UHT milk or other perishable items

We are continuing to monitor the situation and we will keep you updated.