



Company Policy on Returns and Refunds

- Deans Art aims to satisfy all our customers at all times.
- Where a refund is in order, Deans Art will issue a refund promptly upon the presentation of a receipt.
- All refunds on cash purchases will be made in cash.
- All refunds on credit card purchases will be made to the original card holder in the form of a credit card credit voucher.

**In all situations Deans Art will fulfil
our legal obligations**

Policy on 'Change of Mind'

Deans Art is not obliged by law to refund, credit or exchange a customers purchase where the customer changes his/her mind about the necessity or suitability of that purchase.

However, in keeping with Deans Art policy of customer satisfaction, we **may** offer an exchange or credit voucher at the discretion of the store manager.

Refund Policy

Deans Art will issue a refund promptly if:

- the product purchased is in any way faulty provided such faultiness has in no way been contributed to by the negligence or otherwise of the purchaser.
- the product purchased has been wrongly described or does not genuinely fulfil the purpose under which it has been sold

SPECIAL NOTE: In respect of faulty merchandise, we encourage the customer to accept exchange or credit in the place of a refund.

Deans Arts' refund policy is in accordance with the Trade Practices Act which applies throughout Australia.

Deans Art will not give a refund if :

- The customer cannot supply reasonable proof of purchase in the form of a Deans Art receipt
- Any reasonable instructions supplied by the manufacturer have not been followed correctly
- Any fault was caused by the actions of the customer
- The customer simply changes their mind and decides they do not like the goods or have no use for them
- The customer discovers they can buy the goods cheaper elsewhere
- The customer had a defect drawn to their attention before purchasing the goods, (ie: seconds or faulty goods) but chose to purchase the goods at a discounted price.
- The request for refund is not made within a reasonable time
(ie. 30 days) from the date of purchase

**If you have any concerns regarding
this policy we encourage you to
contact us at:**

Deans Art - Administration and Accounts
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