



Asahi Diamond Industrial Australia Pty. Ltd.

Asahi Diamond Industrial Australia PTY LTD Refunds and Returns Policy

The Asahi Diamond Industrial Refunds and Returns Policy applies to all purchases made online.

If for any reason you are not completely satisfied with your purchase we will give you a 14 day money-back guarantee from the time you receive the goods. Please email us at sales@asahi-diamond.com.au or call us on 02 9997 7033 within that time if you are not satisfied with your purchase so that we can resolve any problems.

All returns must be accompanied by our Returns Form which is available for download here www.asahi-diamond.com.au/policies

This Refund Policy does not apply to goods which have been used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition.

Asahi Diamond Industrial reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

All postage and insurance costs are to be paid by the buyer. We request that you return the product via Registered Post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit; therefore we advise you take out shipment registration of insurance with your postal carrier. Asahi Diamond Industrial will not be responsible for parcels lost or damaged in transit if you choose not to insure.

Asahi Diamond Industrial offers exchanges and/or replacements for items that meet the required criteria. These will be processed within 10 business days of receipt. Notification of this transaction will be sent to the nominated email address.

Please send your returns, along with a completed Returns Form to:

Asahi Diamond Industrial PTY LTD
1B / 81 Bassett Street
Mona Vale
NSW
2103