



Delivery Policy

Please allow between 3-10 business days for your order to arrive. If more than 10 business days have passed please email us at info@autolift.com.au to review the status of your order. Refunds will be handled through email if necessary.

Returns

Our policy lasts 7 days. If 7 days have gone by since your order was received, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 7 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first;

- Check your bank account again.
- Then contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, contact us on **9534 0400**

Shipping

To return your product, you should mail your product to: **12 Larkin St, RIVERWOOD NSW 2210**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

We hope this clarifies our policy. If you have any further questions, please send us an email info@autolift.com.au, or contact us on 9534 0444.

Our goal is to provide you with full service and complete satisfaction, and we look forward to serving you.