



## MVC Refund Policy

You are entitled to return goods and ask for a refund, exchange or repair if the goods you purchased

- are or become faulty through no fault of your own
- are not fit for their usual purpose or any purpose specified at the time of sale
- don't match the description or sample
- have defects that were not obvious or we did not bring to your attention

You are not entitled to a refund, exchange or repair if you

- Simply changed your mind or no longer want the goods
- Realised you can no longer afford the goods
- Found the same/similar item at a cheaper price elsewhere
- Chose the wrong size
- Knew about the particular fault prior to purchase and/or
- Were responsible for causing the fault

The goods must be returned within a reasonable period and you may be asked for proof of purchase. You may also be asked to demonstrate that the problem with the goods was not your fault

For more information on returns and refunds contact the

### **Australian Competition and Consumer Commission (ACCC)**

- Infocentre, 1300 302 502
- [www.accc.gov.au](http://www.accc.gov.au)

### **Consumer Affairs Victoria**

- Helpline, 1300 55 81 81
- Email [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)
- Or visit [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)