



RETURNS POLICY

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1. Return Policy/Point of Delivery and Passing Risk

Cancellation of Goods must be made within 48 hours of making the order or before Goods are dispatched. If you wish to cancel your order, please contact our Customer Service Team on (08) 9443 910. Goods are non-returnable and non-exchangeable unless goods are;

1. Damaged
2. Does not fit your vehicle according to buyers specifications – only applies to wheel and tyre packages
3. All items returned to TWD4x4 must be packed and wrapped safely and received in a completely resaleable condition, that is with no damages to any part of the wheel.

Goods are intended to be used strictly in accordance with manufacturer's latest published instructions as set out on the Site or as on the Product itself. It is your responsibility to ensure that you use the Product in accordance with those instructions.

2. Returns Procedure

All returns must be made via our Return Procedure with a valid form, please send us an email to info@twd4x4.com.au with your request.

- Products must be in original packaging and in a new and resaleable condition.
- Any product that was used or fully/partially installed is non-returnable.
- Any shipping costs are not covered.
- They're a few exceptions for items that cannot be returned include:
 - Items Marked "Non-Returnable" (clearly indicated on the product page before placing your order)
 - Personalized Items (custom engraved, embroidered, or painted).
 - Any goods marked down on special cannot be returned or exchanged.

Unless otherwise agreed in writing. Buyer shall take delivery of the goods at the buyer nominated delivery address and risk in respect of the goods shall pass on such delivery. To the extent that the seller accepts responsibility for damaged goods in transit, such responsibility shall end upon delivery to buyers store to his authorized agent. In any event, the seller will accept no liability for damage to goods in transit not notified in writing to it and to the carter concerned within 48 hours after delivery of the goods to the buyer.