

Refund Policy

Please read this policy carefully before purchasing **Alco Battery Sales** products. This policy does not affect your statutory rights.

PLEASE CHOOSE THE GOODS CAREFULLY.

We do not normally give refunds if you:

- simply change your mind, or
- make a wrong decision, or
- have damaged the goods after you have bought them

You can choose between a refund, exchange or credit where goods:

- are faulty, or
- have been wrongly described, or
- are different from a sample shown to you, or
- do not do what they are supposed to do.

Please retain your receipt as proof of purchase.

Complaints

Alco Battery Sales welcomes feedback, including complaints, from our consumers. They allow us to correct any problems and give us a chance to re-establish our relationship with our consumers.

Alco Battery Sales defines a complaint as any consumer expression of dissatisfaction with either our products or services.

Should you have a complaint, please write to the Complaints Officer at the following address or fill out a complaints form.

The Complaints Officer
PO Box 1989
Penrith BC
NSW
2751

Email: complaints@alcobatt.com.au

In your correspondence, please describe in as much detail as possible. We will investigate your complaint promptly. If you do not receive acknowledgment of your complaint or your complaint is not satisfactorily addressed, you should then contact the Compliance Officer at compliance@alcobatt.com.au



Web: www.alcobatt.com.au

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