

RETURNS & EXCHANGES

WILD GAME HUNTER RETURN POLICY

All goods purchased from Wild Game Hunter come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If there is a problem with an item you have purchased from Wild Game Hunter you can return it to us. Upon assessment, Wild Game Hunter will offer a full refund or replacement if there is a major problem with the item. We may offer a repair or replacement if the problem is not major.

You must provide us with your proof of purchase (e.g. your online tax invoice, credit card or bank statements). Any refund will be provided via the same method of payment as the original purchase.

Our change of mind returns policy set out below is in addition to your rights under the Australian Consumer Law because we want you to be happy with your purchase.

Please read the following carefully to ensure you are fully aware of your rights under this policy and our obligations to you.

If you wish to return an item because you have changed your mind about your purchase, Wild Game Hunter will offer you a refund provided that:

- You return the item within 14 days from the purchase date. After this period you may not be entitled to a refund or exchange.
- You produce your online tax invoice or other adequate proof of purchase when returning the item.
- The item has not been used or damaged in any way including that:
 - It is in the original packaging, including any accessories and instruction manuals; and
 - It is unworn, unopened, unused and in its original condition.
- The item is not one of the goods listed below as a good for which a change of mind return is not available.

All Change of Mind refunds are issued at the discretion of Wild Game Hunter. We reserve the right to refuse a refund for a Change of Mind request if it does not comply with these conditions.

GOODS ON WHICH A CHANGE OF MIND RETURN IS NOT AVAILABLE

Wild Game Hunter will **not** accept the return of items from the following categories under the change of mind returns policy under any circumstances:

- Special customer orders
- Clearance items
- Gift Cards
- Game Callers which have been removed from their original packaging

HOW TO RETURN GOODS ORDERED ONLINE

Please refer to our refund policy for full terms and conditions.

For a 'change of mind' return or exchange, the delivery fee is non - refundable.

RETURNING GOODS BY POST

Please complete an enquiry form and they will assist with the product return via Australia Post or courier service. Refunds associated with product returns occur once the product been received from the Australia Post or courier service and assessed in-line with the Wild Game Hunter Returns Policy.

Wild Game Hunter is not responsible for any postage costs associated with returned goods, except in cases where the items have been recalled or you are entitled to a remedy under the Australian Consumer Law.

We recommend that you obtain proof of postage to track your return as Wild Game Hunter cannot accept responsibility for items lost in transit. Please contact your delivery provider to locate your parcel.

PERSONAL INFORMATION

In order to process your return we may request and record your ID and personal information.

Any personal information you provide will be managed in accordance with Wild Game Hunter's privacy policy.