



Autism Advisory and Support Service

"Empowering children and adults with autism and their families through knowledge & support"

Sensory Resource Store

Return/Repair and Refund Policy

Thank you for shopping at Autism Advisory and Support Service's Sensory Resource Store. If you are not entirely satisfied with your purchase, we're here to help and accommodate your requests the best we can.

Returns

- We are not required to provide a refund or replacement if you change your mind.
- You may choose a refund or exchange if an item has a **major** problem, including:
 - The item is unsafe;
 - The problem would have stopped you buying the item had you known about it;
 - The item is significantly different from the sample or description;
 - The item doesn't do what we said it would, or what you asked for;
 - The item can't be easily fixed.
- If the problem is **not major**, we will repair the item within a reasonable time. If not you can choose a refund or replacement.
- You have 30 calendar days to return an item from the date you received it.
- To be eligible for a refund, your item must be either faulty or unused and in the same condition that you received it, as well as in the original packaging.
- You must provide your receipt or proof of purchase.

Refunds/Repairs

- Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund or repair after inspecting the item.
- If your return is approved for refund, we will initiate a refund to your account or credit card (or original method of payment).
- A replacement of the same item will be offered if original item purchased is faulty and we have the item available in stock.
- Repairs will take place within a reasonable time.

Shipping

- 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 initial shipping will not be refunded.

Contact Us

If you have any questions on how to return your item to us, please contact us on (02) 9601 2844 or email: info@aass.org.au

How To Return Your Item

You can return your items to:

AASS House, 88 Memorial Avenue, Liverpool NSW 2170, Australia

Autism Advisory and Support Service * 88 Memorial Ave, Liverpool NSW 2170 *TEL: (02) 9601-2844 FAX: (02) 9601-1339
* Email: info@aass.org.au * Web: www.aass.org.au