

Returns and Refund Policy

If you're looking to return, refund or exchange your order for whatever reason, we are here to help!

Please note as follows our Returns and Refund Policy:

- Returns will be accepted for faulty or defective goods or any other non-excludable obligations of the Seller set out in the Trade Practices Act 1974 (Cth) or similar State and Territory legislation.
- Returns, other than those referred to in (a) above, must be approved by iFUEL.
- Any authorised return must be freight prepaid and will only be accepted back into our stock if the returned goods are in a saleable condition.
- iFUEL reserves the right to charge a handling fee up to 30% of the price of the goods returned under this provision.
- Products specifically purchased, manufactured, machined or cut to size or to the Buyer's specification are not returnable unless they are of the kind referred to in (a) above.

To initiate a return or exchange, please complete the following steps:

1. Please contact our support team to discuss a potential return of product! You can email our team at sales@ifuel.com.au, or give us a call on 07 3204 2240.
2. Provide a copy of your paid tax invoice or order reference to allow us to review your order. Please provide any details or issues with your product as it helps the team with finding a solution for you.
3. We will co-ordinate with you the return of the goods
4. If shipping products back to iFUEL, please ensure they're packed safely and correctly to avoid mishandling in the freight process.
5. Once we have received the goods, we will inspect these. Assuming the goods meet the terms and conditions as outlined above we will refund your purchase, less and handling fees that we have communicated to you. Our refund will be via the payment method that you used to make the original purchase.

Feel free to contact us if you have any questions regarding our returns and refund policy!