

Returns

Orders placed online are eligible for return within 14 days (domestic returns) or 30 days (international returns) once purchase is received. Only products purchased directly from Worx Racing Components Australia/USA may be returned. Worx Racing Components products bought elsewhere must be returned to the authorised dealer in accordance with their return policy.

Sale items cannot be returned for a refund and are final sale.

The Return shipping is payable by the customer and it is recommended to use a tracked method for safe delivery.

Worx Racing Components are not responsible for the loss of a returned parcel and the original payment of shipping will not be refunded. We will process your refund within 10 business days of the return arriving to our warehouse, followed by a confirmation email.

Worx Racing Components reserves the right to deny a refund of the merchandise returned if they do not meet the requirements of our Return Policy. Any items damaged or or changed by the customer in any way will not be eligible for return.

For order issues, please contact info@worx.com.au prior to completing any installations.

Refunds can only be provided by returning the product with a completed 'Returns Slip' which will be enclosed with your order. A copy of this form can be found on the following page.

How Do I Return An Item?

Fill in the Returns Slip with your Name and Order Number and send your unused item to:

Australia:
10B 354 Brisbane Rd
Arundel QLD 4214

United States:
2440 Kiowa Blvd. N, Lake
Havasu City, AZ 86403

How Will I Be Refunded?

We will credit your original method of payment minus original shipping charges and duties paid.

How Long Will My Refund Take To Be Processed?

Once your Return arrives within the warehouse please allow 10 business days for your refund to be processed. You will be notified by email once finalised.



RETURN OF GOODS SLIP

Please ensure that all returns comply with the conditions set out in the Terms & Conditions of Service

NOTICE OF RETURN OF GOODS

TO:	FROM:

PURCHASE DATE:	ORDER NUMBER:	INVOICE NUMBER:

QTY:	PART NUMBER:	DESCRIPTION:	REASON FOR RETURN:

Cancellations

Orders cannot be cancelled once the order has been placed and you have received your order confirmation. Please follow the returns process if you wish to make changes to your order.

Typographical Errors

In the event that an item is listed with incorrect price or information, Worx Racing Components reserves the right to withdraw an item from sale, and to refuse or cancel orders.

Worx Racing Components will make all reasonable effort to contact the customer using the details provided and all received monies will be refunded using the method received. This means that the credit card used to purchase the goods would be the destination of any credit that may be available.

In Case Of Incorrect/Faulty Items

If you have received an item you did not order or an item has been delivered faulty please email us at info@worx.com.au to arrange the dispatch of the correct item and return of the incorrect/faulty item.

Do I have to Pay For Shipping My Return?

Customers will be responsible for shipping and handling charges to return any unwanted items. If the package does not reach us safely we will not be able to complete the refund, for this reason Worx Racing Components recommends using a tracked service.

Faulty Policy

Every product we send out is initially quality controlled, however, if you have received a product with a manufacturing fault we will happily replace it or refund the cost as long as it has been returned within 1 month of purchase. Anything outside of this time frame will be up to our discretion. Please note that wear and tear in the course of normal use is not considered a manufacturing fault.

If the item is found to be in proper working condition and not faulty, the customer will have to pay for full shipping charges back to the customer.