

WARRANTY, REFUND AND RETURN POLICY FOR RETAILERS (WARRANTY POLICY)

In this policy "you" or "your" refers to a Retailer, and "us", "our" or "we" refer to Dropshipzone. Where there are exceptions to Dropshipzone's Warranty Policy (including because supplier specific warranty, refund and returns policies are different to this policy), this is noted in this Warranty Policy.

Warranty for products sold through Dropshipzone

1. All products sold through the Dropshipzone Platform come with guarantees that cannot be excluded under the Australian Consumer Law, and our Warranty Policy does not limit any rights and remedies a customer may have under the Australian Consumer Law.
2. In addition to a customer's rights under the Australian Consumer Law, Dropshipzone offers a 12-month warranty on products sold through the Dropshipzone Platform which are found to be faulty or damaged, except (and subject to the Australian Consumer Law):
 - a. if expressly stated otherwise on the product listing – please refer to the product listing for the express warranty period;
 - b. in relation to accessories or bonus gifts (as noted as such in a product listing); or
 - c. if the fault or damage is due to:
 - i. normal wear and tear
 - ii. damage arising from improper assembly or modification of the product;
 - iii. damage arising from abnormal use or abuse of the product;
 - iv. damage, wear and tear as a result of improper or lack of maintenance and/or care of the product (e.g. of fabric, leather or timber); or
 - v. damage to external product packaging only.
3. We will assess each warranty claim on a case-by-case basis. Depending on the nature of the damage or fault, we may arrange to:
 - a. send missing parts (if applicable);
 - b. suggest a method of self-repair (if applicable).
 - c. replace the product (subject to availability);
 - d. offer an alternative product; or
 - e. offer a partial or full credit voucher or refund.

Making a warranty claim for damaged goods or missing parts

1. Warranty claims should be sent to us via the Dropshipzone website. Login into your Dropshipzone account, head into 'Orders' and select 'Request Support' for the individual order.
2. The following should be included in the message:
 - a. order number;
 - b. the quantity of each product and/or part missing, faulty or damaged; and
 - c. an image or video (of acceptable quality) of the product that clearly shows:
 - i. the fault or damage (if applicable)
 - ii. what part is missing (if applicable);
 - iii. the product in the original packaging (if applicable); and/or
 - iv. the product's instruction manual with the fault or damage and/or missing part indicated, for example by circling the area damaged or from which a part is missing (if applicable). In addition, please provide a brief explanation of the fault or damage, and what the customer is requesting, i.e. refund, credit or replacement of parts/product.
3. All images and videos should be of acceptable quality that allows us to assess the claim – thumbnail images are not considered to be acceptable quality as we cannot make a clear assessment of alleged faults or damage.
4. A customer should not dispose of items before a warranty claim has been made and finalised, as we may ask for items to be inspected. We reserve our rights, subject to the Australian Consumer Law, to not provide a credit, replacement or refund in cases where goods are disposed of by the customer before a warranty claim has been finalised.
5. Please do not ask customers to return the product to us or suppliers unless instructed to do so. If we need the product returned, we will provide a return label for this purpose. Any postage cost incurred by the customer for return postage will not be refunded if it is found that there is no valid warranty claim and/or and the return label has not been provided.
6. For **missing parts**, once we have received the necessary details, and validated the claim, we will issue the part to be dispatched to the customer as soon as practicable after we have confirmed the spare part is available for dispatch. Dispatch of spare parts from our warehouse can take up to two working days. If no spare part is available in a reasonable period, we will provide an alternative solution in-line with our obligations under the Australian Consumer Law.
7. Any **delivery delay** should be reported by you to us within 10 working days from the date of dispatch. Any delivery delay will be investigated by our courier partner, which can take up to two working days. If we receive no update within two working days of notifying the partner, we will offer an appropriate remedy in accordance with the Australian Consumer Laws. For delivery time frames, please visit our [shipping guide](#). *Due to ongoing unforeseen occurrence of natural disasters from time to time, delivery time frames can be affected. Your patience in such cases would be highly appreciated.*

Refund, return and replacement procedure for damaged/faulty goods or missing parts

1. If a customer is entitled to a refund, please send the request via the Dropshipzone website. Login into your Dropshipzone account, head into 'Orders' and select 'Request Support' for the individual order. We will advise if the product needs to be returned by the customer. Refunds will be issued to the original payment method. We cannot issue refunds to a different account or credit card to that used to place the relevant order.
2. If a customer is entitled to a replacement or spare part, please send the request via the Dropshipzone website. Login into your Dropshipzone account, head into 'Orders' and select 'Request Support' for the individual order. We will advise if the product needs to be returned by the customer. If a customer is entitled to a replacement product or spare part, but:
 - a. there is an address discrepancy with the order (which is due to your or the customer's error) such that the product/part is returned to us, a cost of Return To Sender (if applicable) and re-delivery cost will be imposed by us on you for any products returned to us as the sender; and/or
 - b. an incorrect product is returned to either Dropshipzone's or the Supplier's warehouse, neither Dropshipzone nor the Supplier will be responsible for these products or have any obligation to return these to the customer

Change of mind refund requests

1. We do not accept change of mind refund requests for:
 - a. Health and safety products ;
 - b. Bulk purchases (including by pallet or pick up); or
 - c. Packages that have been opened.
2. Otherwise, we only consider a change of mind refund request if this is made within 14 days after the item is delivered to the customer. As a retailer, you must notify us of a change of mind refund request within these 14 days. If this does not occur, the change of mind refund request could be rejected.
3. Some Suppliers' products are subject to a different change of mind policy to that contained in this Warranty Policy. Currently supplier product SKU's starting with V28, V40, V63 and V77 have a different policy. However, others may have different policies from time to time and you must, therefore, refer to a Supplier's listing to confirm the applicable change of mind refund policy.
4. All items returned to Dropshipzone or a Supplier as a result of incorrect or incomplete delivery information will be treated as a change of mind return, including items returned to sender due to being unclaimed.

Change of mind request procedure

1. You must consult with us about any change of mind refund request. Please do not return the product to us without our prior consultation. If no consultation has occurred, a refund will not be provided.
2. Please send a message via the Dropshipzone website. Login into your Dropshipzone account, head into 'Orders' and select 'Request Support' for the individual order. Please provide us with the pictures or video (or an acceptable quality) that shows the condition of the received product and an explanation about why the customers would like to return the product, and if the item is eligible for a refund.
3. We prefer that returns due to a change of mind are done at the customer's arrangement.
4. If a change of mind request is accepted, and:
 - a. you have been provided with the return label, we will refund the item price and the shipping fee **minus** return postage and a restocking fee of 10% of the item price and the shipping fee; or
 - b. you have not been provided with the return label, we will refund the item price and the shipping fee **minus** a restocking fee of 10% of the item price and the shipping fee; and/or
 - c. the customer changes their mind before the item is received and requires the action of Return to Sender (RTS), we will refund the item price and the shipping fee **minus** a restocking fee of 10% of the item price and the shipping fee. Refund for RTS will be provided after the item is received at our/supplier warehouse facility.

Product recalls

1. In the event of a product recall, we will advise you of the relevant procedure.

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Dropshipzone Shipping Information

Dropshipzone is a marketplace connecting Suppliers and Retailers.

Dropshipzone Suppliers work with multiple couriers to provide the most efficient delivery services at the most competitive prices. Couriers are chosen depending on item weight, package size and individual shipping costs. Each of our Suppliers ships from their distribution centres using their chosen courier once full payment has been received.

Below are just some of the couriers Dropshipzone Suppliers use.

AUSTRALIA POST

Australia Post will send items with either Parcel Post or Express Post. Your customer will receive a confirmation email with a tracking number once the parcel has been dispatched. If the delivery is missed or there is no safe place to leave the item, it will be taken to the closest Post Office for collection.

The customer can use this number to track their order on [Australia Post](#).

ARAMEX

Your customer will receive an email confirmation from Aramex along with a tracking number as soon as their orders are dispatched. Aramax has an ATL (Authority to Leave) service and signature-required services. If the courier is unable to leave the parcel in a safe place for either of these services, the parcel will be taken back to the nearest collection point or depot. A non-PO Box address is required for Aramex delivery.

Customers can track their order using the tracking number on [Aramex](#).

ALLIED EXPRESS

Allied Express will contact your customer before delivery via SMS or phone and to verify the delivery was completed. If the delivery is missed, the driver will leave a note with instructions to arrange collection or re-delivery.

The customer can use their allocated consignment number and postcode to track their order on [Allied Express](#).

BORDER EXPRESS

A non-PO box address is required for Border Express's delivery. If the delivery is missed, the driver will leave a 'Sorry We Missed You' card with instructions to arrange collection or re-delivery.

Customers can track their order using their consignment number on [Border Express](#).

COURIERS PLEASE

CouriersPlease deliveries are 'Signature Required'. When the order is placed, the customer will receive an email asking them to choose a delivery option between ATL (Authority to Leave), collection point delivery, deliver to a neighbour, new address, or they can reschedule delivery.

DIRECT FREIGHT EXPRESS

Direct Freight Express will send an email confirmation to customers with a consignment note and customer reference number once the order has been dispatched. If delivery is missed, the driver will leave the parcel in a safe place where possible. If there is no safe place to leave the parcel, the driver will notify the customer via email or SMS with directions for re-delivery.

The customer can use their consignment number to track their order on [Direct Freight](#).

HUNTER COURIERS

Your customers will receive an email containing a tracking number once the order has been dispatched. The item will be returned to the depot if the delivery is missed, and your customers will be notified to arrange a re-delivery. A non-PO Box address is required for Hunter Express delivery.

Customers can track the parcel anytime with the tracking number on [Hunter Express](#).

SENDLE

Your customers will receive a confirmation email from Sendle containing a tracking number once the order has been dispatched. If the delivery is missed, the courier will either leave a card or leave the parcel at a designated collection point to be picked up.

Customers can track the order at [Sendle](#).

STARTRACK

StarTrack Courier offers real-time tracking and electronic proof of delivery in CBD and metro areas of Australia's major capital cities. StarTrack is owned by Australia Post. If the delivery is missed or there is no safe place to leave the item, it will be taken to the closest Post Office for collection. Your customers will also be notified once the order has been delivered.

Customers can track their order with the tracking number on [StarTrack](#).

TNT AUSTRALIA

A non-PO Box address is required for TNT delivery. All TNT orders delivered to Australian residential addresses may be left without signatures if the recipient is not home unless the customer has requested TNT to obtain a signature upon delivery.

Orders can be tracked using the consignment note on [TNT Australia](#).

TEAM GLOBAL EXPRESS

A non-PO Box address is required for Team Global Express delivery. If the delivery is missed, your customers should receive a card with instructions to collect the parcel. They can also visit the [Team Global Express website](#) to arrange a re-delivery.

Customers can track the order with the provided tracking number on [Team Global Express](#).

FAQS

How long does it take to dispatch to my customers?

Estimated dispatch timeframes depend on the individual Supplier and will usually be 1-2 working days after payment has been received. Our Suppliers cannot guarantee delivery on any specific dates or times. However, we will do our best to communicate with you via email should any unforeseen circumstances arise.

Note: Delivery timeframes start after payment has been received and the item has been dispatched from the Supplier's warehouse.

What if my customer provides an undeliverable postcode?

Our Suppliers do their best to offer Australia-wide shipping. However, there are still some postcodes in remote areas that are undeliverable for some SKUs. If your customer provides an undeliverable postcode, the order will be cancelled and refunded automatically via email. If you have further questions about delivering an item to an undeliverable postcode, please contact your Account Manager for more information.

How does shipping to New Zealand work?

Some of our Suppliers will ship to New Zealand using their selected courier service. This will be indicated in the delivery section of the SKU. All orders over NZ\$1000 will incur a Duty tax. The courier company will help to process this fee and charge the end customer on arrival. For more information head [here](#).

Who is responsible for missing or damaged packages?

In the case of missing or damaged packages, the Supplier will be held liable. Please refer to our [Supplier Service Level Agreement](#) for more information.

What if my customer provides the wrong postage address?

Once you've received an order through Dropshipzone, the order details cannot be changed. You can cancel the order as a Dropshipzone Retailer and resubmit the order with the correct address. However, please note that this may result in additional charges to the order. To avoid these charges, we encourage our customers to double-check the accuracy of their shipping address before placing an order.