

Returns Policy

Stock Returns for Credit

Products can only be returned to Romel Australia for credit within 7 days from invoice date even if Romel Australia is at fault. If Romel Australia is not at fault and the customer wishes to return product, subject to the rest of this clause 4 being adhered to, the customer will:

Pay the cost of freight of the goods both to them and back to Romel Australia, as well as a \$5.00 per carton restocking / administration fee if returning for Credit; OR

Pay the cost of freight of the goods back to Romel Australia if returning for credit and then received a replacement item of the same quantity

Returned products can only be credited at the value equivalent to the current market value of the products.

Damaged goods are not eligible for return. The product must be unopened and in a re-sellable condition acceptable by Romel Australia. Any goods that have been written on or defaced by You or your courier will not be eligible for return.

Romel Australia only accepts complete cartons with no items missing. Romel Australia does not accept credit sleeves of products nor individual items.

Approved product returns must be returned to Romel Australia within 3 business days of the credit being issued or the goods will be declined and returned to you.

All returns outside the above conditions are subject to a minimum 20% restocking fee, if and only if Romel Australia agrees to accept the return at the sole discretion of Romel Australia. Romel Australia is under no obligation to accept returns of Product from Customers.