

Perth Heat Merchandise – Exchange and Refund Policy

Perth Heat has a commitment to our members and fans to deliver exceptional customer service. Nothing contained in this policy is intended to limit, restrict or exclude your rights. Perth Heat abides by the Australian Consumer Law.

Change of Mind Returns

Perth Heat are not required to provide a refund if you change your mind or have selected the wrong size. We are able to swap your item for one that is the same or lesser value, within 7 days (14 days for online purchases) of the purchase. When looking to exchange:

- You must have proof of purchase
- The item must be unworn/unused, all labels/tags attached and in the original packaging

If you're not able to provide proof of purchase and/or 7 days (14 days for online purchases) has passed since the date of purchase, Perth Heat reserves the right to not offer an exchange or refund.

Returns for Other Reasons

If the item is not of acceptable quality, not fit for purpose or does not match the description provided, you will be entitled to a refund or exchange of that item.

If you had the opportunity to examine the item before purchase and did not find any defects that should have been noticed or if defects were pointed out to you, you are not entitled to an exchange.

All exchanges and refunds are subject to:

- Returned within 7 days (or 14 days for online purchases)
- Proof of purchase provided
- An assessment of the item by Perth Heat

If your order was placed online, postage and handling fees will not be refunded.

If choosing to return the item via post, please note this is at the cost of the customer. Include in the parcel your invoice, a note with your request, contact details, return address and any other relevant information. Refunds, if applicable, will not be processed until Perth Heat receives the item. Perth Heat does not accept responsibility for lost returns.

Please do not post items without contacting Perth Heat first.