

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. If the purchaser would like to swap the item for the correct size or exchange for an item that is the same or lesser value, if your size is not available, they must contact Perth Heat within 7 days of receiving the item. When looking to exchange:

- You must have proof of purchase
- The item must be unworn/unused and all labels/tags attached
- The item must be in good condition, as assessed by Perth Heat

If all three points cannot be met, 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:

- Purchaser requesting the exchange/refund within 7 days of receiving the item
- Proof of purchase provided
- Item being unworn/unused and all labels/tags attached
- An assessment of the item by Perth Heat

Return of items via post

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

If choosing to swap an item to a different size, subject to availability, via post, please note postage fees of returning the item and having a new item sent is at the cost of the customer. Include in the parcel your receipt, a note with your request, contact details, return address and any other relevant information.

If choosing to return the item via post, please note this is at the cost of the customer. Include in the parcel your receipt, a note with your request, contact details 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.