



SUNRISE POLICY

A guide to our Returns Policy





Returns Policy

Change of mind? No worries!

You can receive a full refund by following our returns policy.

Your consent to this Policy

By using our services, interacting with us, and purchasing our products, you agree to the Returns Policy outlined below and above and consent to the collection and use of information by us in accordance with this Policy. Please note that we reserve our right to amend, remove or vary this policy from time to time without notice. You should check this page regularly to take notice of any changes we may have made to this policy.

Conditions of return

- To enable our branches to process your return or exchange, you will need to provide a copy of your **receipt or any proof of purchase**
- To receive a refund or exchange, goods must be returned **within 30 days from date of purchase**
- The product must be in the **same condition as when it was purchased**. This includes any branded packaging such as blister packing, tags, stickers and must be in re-sellable and unopened condition

Exclusions

Please note, there are certain exclusions as to when a return may not be accepted, these are listed below:

- We are unable to offer a refund, credit, or exchange for specially ordered products (unless the product is not fit for purpose or faulty) or products which have been modified or used contrary to the product's instructions. This includes but is not limited to custom made axles and special ordered goods
- We are unable to accept returns (unless covered by the Australian consumer law) for goods that have been used. This includes but is not limited to hubs, drums, discs, axles that have been greased, wheels that show signs of nut tightening or tread wear or towing equipment with signs of use
- For products that have a labour charge attached, such as the assembly of axles. Should we accept the exchange of goods there may be an additional charge (i.e., purchasing the incorrect size axle or for any change of mind)

Contact

For more information about our return practices or if you have any questions, please contact us via our enquiry form.

Last updated: 12/01/2023