

RETURN AND REFUND POLICY

Australian Pools and Products Pty Ltd (AP&P) offer an up to 30 day refund on purchases. If for a reason you are not satisfied with the product delivered, the item can be returned for refund under the following strict terms and conditions.

Terms and Conditions:

The buyer must contact AP&P no later than 30 days from date of invoice outlining the return request. A Return Authority Number (RAN) must be obtained prior to the item being returned.

If you have decided not to keep the product (ie. changed your mind) we will refund or exchange the product for the purchase price (less any charged freight fees, if any) as long as the item is returned in its original condition including all original packaging.

The buyer will need to arrange the return.

APP&P do not charge a restocking fee.

The item must be unused and undamaged. Any item which has been used, neglected, misused - will not be accepted.

For any items delivered damaged or faulty to the buyer, AP&P will provide a return prepaid label for delivery back to AP&P. AP&P must be notified immediately of damaged goods with photos of the issue.

Some items, if faulty will be managed directly by the manufacturer to the buyer to ensure quick correction of any issues. (ie. Replacement salt cells, chlorinators, pumps and cleaners.)

Any product where internal component packaging is opened (ie pool cleaners and pumps) cannot be returned for refund.

Once we receive the returned item we will refund your payment within 5 business days.

For any questions about our "Return and Refund Policy" contact us or submit an inquiry through our contact us form.