



Returns and Refund Policy

- a) If you are not satisfied with your order, you may return the products within 7 days of delivery for a full refund minus a re-stock charge of 20% of order value. We will exchange or refund any unused items returned to us, as sold in their original packaging and condition. It is your responsibility to ensure returned goods are in re-sellable condition in order to receive the refund.
- b) All products being returned must be well packed and with the original invoice.
- c) Return collections can be made by email (info@mrwetwall.com) a credit deduction will be made where special courier charges are applicable. These will be advised prior to collection arrangement.
- d) Please do not write on or damage the original packaging as you will not be refunded due to un-sellable condition of the package.
- e) You agree to indemnify us in full for any losses we suffer as a result of your failure to check all packages and notify us of any shortages or damages within 24 hours of delivery. Items that arrive damaged must be signed for as damaged by the courier and photographs taken of the damage from a reasonable distance (not too close) so the courier company can clearly see the damaged item.

Please follow the above instructions carefully, Mr Wet Wall Pty Ltd will not accept or refund any faulty, missing or damaged goods unless all of the above requirements are met.

- I. Upon return of any faulty or damaged goods Mr Wet Wall will exchange the item or issue a full refund within 28 days.
- II. Returned products are subject to a 20% re-stock charge.