TyreNutz Refund Policy

At TyreNutz, we stand by the quality of our products and services. Your satisfaction and safety are our top priorities. This Refund Policy outlines your rights and our responsibilities in relation to refunds, exchanges, and repairs.

1. Change of Mind

- We do not offer refunds or exchanges if you simply change your mind or select the wrong product.
- Please choose carefully and ask our team for advice before purchasing.

2. Faulty or Defective Products

- If a product is found to have a manufacturing fault, we will provide a repair, replacement, or refund in accordance with Australian Consumer Law (ACL).
- Faults do not include damage caused by misuse, neglect, accidents, or normal wear and tear.

3. Incorrect Fitment or Service

- If we make an error during fitment or service, we will promptly correct it at no additional cost to you.
- If a tyre or wheel supplied by us does not match the size or specification ordered, we will replace it at no charge.

4. Warranties

- All tyres are covered by the manufacturer's warranty. This generally applies to structural defects, not damage from road hazards, punctures, misalignment, or misuse.
- Warranty claims require proof of purchase and inspection by TyreNutz staff.

5. Refund Method

- Approved refunds will be processed via the original payment method within 5–10 business days.
- Refunds will not include costs related to fitment, balancing, or alignment unless directly caused by a fault on our part.

6. Your Rights

- Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.
- You are entitled to a replacement or refund for a major failure, and to compensation for any other reasonably foreseeable loss or damage.
- You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

📍 Contact Us

If you believe you are entitled to a refund, replacement, or repair, please contact our team:

- Phone: [Insert number]
- Email: [Insert email]
- Address: [Insert shop address]