

REFUND & SHIPPING POLICY

Returns Policy

elitecarsound.com.au handles returns and processes refunds in accordance with the Australian Consumer Protection legislation.

We accept most NEW and UNUSED items to be returned due to change of mind within 14 days from purchase date for a full refund less a 20% re-stocking fee and any shipping/payment processing costs which are unable to be retrieved.

The returned product must be in new condition without damage to any packaging, contain all original packaging, manuals, accessories, and any other documentation as supplied from the manufacturer. The buyer is responsible for arranging & paying any costs for return shipping.

We will pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.). The balance of the refund will be processed promptly and payment made by the same method that you made payment.

To organise a return of an item, please email us at info@elitecarsound.com.au for a return authorisation prior to returning item. All refunds are made at the discretion of elitecarsound.com.au

Standard Shipping

We offer a \$9.95 FLAT RATE Australia-wide shipping, no matter how many items however, some larger/heavier items may incur a higher fee which will be confirmed during the checkout procedure. Wholesale volumes are excluded from this offer.

We aim to have orders sent out within 2 business days. Shipping times to most capital and regional cities is 3-4 days however, rural areas or zones outside of the carriers normal run should expect an additional 3 business days.

Express Shipping

If you require express shipping this can be selected at checkout, we offer a \$25 FLAT RATE Australia wide shipping, however, larger/heavier items and remote areas may incur additional/higher fee which will be advised at the time of processing your order.

International Addresses

We are unable to ship to International Addresses.

Damaged or lost orders should be resolved with Australia Post or the courier company directly and we are not responsible for goods that are damaged in transit or not received. Replacement of damaged or lost items is made at the discretion of elitecarsound.com.au.

Out of Stock items

We carry most items listed on our website in stock although sometimes we may be waiting on stock to arrive from our suppliers. If this is the case you will be notified via email if the lead time is expected to be more than 7 business days. You can advise us if you wish to have item put on back order & wait or if you wish to cancel your order & receive a refund. We appreciate your patience in these instances.

In-Store Pickup

We offer pickup of orders placed through our website from our store Elite Car Sound located at 5 Bon-Mace Close Tumbi Umbi NSW. We will notify you by email when the order has been completed & is ready for collection.