

Refund Policy – Rig Sisters 4x4 (Australia)

At Rig Sisters 4x4, we value our community and want you to love your purchase. Our refund policy aligns with Australian Consumer Law.

1. Change of Mind

We do not offer refunds or exchanges for change of mind, wrong size selection, or personal preference. Please check sizing and product details carefully before purchasing.

2. Faulty or Damaged Items

If your item is faulty, damaged, or significantly different from the description, you're entitled to a replacement, repair, or refund under Australian Consumer Law.

To request a refund or exchange, please contact us within 7 days of receiving your item and include:

- Your order number
- A clear photo of the fault/damage
- A brief description of the issue

We may ask you to return the item for inspection.

3. Return Conditions

- Items must be returned unused, unwashed, and in original condition with tags/packaging.
- Return postage is at the buyer's expense unless the item is confirmed as faulty.

4. Pre-orders

Pre-orders are final and made-to-order. Please allow the stated time frame for production and delivery. Refunds are not available unless the item is faulty.

5. Event Refunds

Event payments are generally non-refundable unless:

- The event is cancelled by us
- You notify us with reasonable notice and your spot is filled