



Returns, Credits or Exchanges – Known as “Relief”

Canberra Sewing’s main business is the sale and maintenance of sewing machinery including overlockers. Rarely is there a need to implement this relief policy, unfortunately, such a policy is required.

Our returns, credits or exchange (relief) policy lasts 30 days. If 30 days have elapsed since your purchase date, unfortunately we cannot offer you any relief. Further, any relief must be pre-agreed between us before you return the purchased item.

There will be no relief or accommodation merely for a change of your mind or circumstance. You can return the item if you intend to upgrade to a higher value item or if you wish to create a shop credit provided it is returned in an unused condition and in the same condition that you received it. It must also be in the original undisturbed, undamaged packaging. Your purchased item must first be returned to us at your expense.

You can also return the item if it fails to perform as it was promoted to perform. If a sold item has been opened and is claimed to be defective or not fit for purpose, our first response will be to inspect and test the item. If there are clear signs of abuse or ill-treatment or negligent usage, the item will not be covered by any warranty and all relief will be refused. If the item is presented to us in “clean as new original condition” we will prioritise the inspection and any remedy or repairs. We will endeavour to return the item to you as “working properly as advertised” at our expense. Any “out of box factory failures” will be readily ascertained and agreed and a replacement new machine supplied at no charge.

Canberra Sewing has always been committed to training our customers in the proper use of machines and overlockers by providing unlimited free machine lessons for life. If the user chooses to not access this service, we cannot be held responsible for untrained user actions.

Several types of goods are exempt from relief. Those are perishable, time related goods and perishable disposable goods such as needles, needle threaders, globes, cutting blades, threads, yarns, newspapers or magazines.

Additional non-relief items are: Gift cards and Downloadable software products

To complete your return, we require proof of purchase such as the original receipt as issued by us.

You are clearly advised not to send your purchase back to the manufacturer.

Refunds (if applicable)

Once your pre-approved return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your relief.



If any relief is approved, it will be processed in a reasonable and timely manner. The form of relief, at the choice of Canberra Sewing, could be as a full or partial refund in the same tender as was used in the original purchase, be it in either cash, cheque or on an EFTPOS card. Relief could be in the form of an exchange of the purchased item with an alternative same item of the same value or as a deposit towards a higher value item. Or relief could be in the form of a store credit to be used to purchase alternative goods from Canberra Sewing. If the item was purchased on "sale" which is no longer available, then the relief cannot exceed the original value.

Electronic refunds do take time to process so please allow for such time. If postage or freight costs are incurred by Canberra Sewing in the remedy of the relief, those costs will be at the cost of the purchaser.

If you need to contact us for the purpose of arranging relief, please send us an email to;

info@canberrasewing.com.au

Shipping

If you need to send your item to Canberra Sewing, send your item to:

Canberra Sewing
26 Colbee Court
Phillip ACT 2606

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of any return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over say \$75 in value, we advise you to use a trackable shipping service and to purchase shipping insurance. We cannot guarantee the performance of your courier service nor that we will receive your returned item.