

Returns Policy

You have 10 working days to return an item from the date you received it. To be eligible for a return, you must email us and advise that you are doing so. The item must be unused and in the same condition that you received it, preferably in the original packaging. Your item needs to have the receipt or proof of purchase.

Where the goods are being returned due to incorrectly ordered products, we will issue a refund less any outgoing postage charges. This includes any postage charges incurred by Struts Online to send goods under "free shipping" promotions.

Where the goods are being returned due to faulty or incorrectly supplied products, we reserve the right to either send a return bag, or ask you to dispose of the products.

Struts Online will not accept "receiver pays" postage charges under any circumstances.

The address to send all returns to is:

**Struts Online
P.O. Box 1
Sherwood QLD 4075**

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.