

Refunds & Returns

30 Day Satisfaction Policy

Our 30-day satisfaction guarantee means that your purchase can be returned to us anytime within 30 days of the original purchase date for a refund. It does not mean you can use it for 30 days and then decide to return it for a full refund.

Once we have received your returned item, undamaged and including all parts, a full refund of the purchase price, (less any shipping costs and a \$30 processing fee), will be credited to the original purchase transaction.

The Return Process:

To help us process your return quickly **please follow the 3-step process below:**

- 1.** Contact us via email within the 30 days to let us know you are requesting a refund. Include your name and your order number. Contact us at rvlocksaustralia@gmail.com
- 2.** Once we have authorized the return, return the package to us at the address provided. A copy of your invoice must be placed inside the shipping box. Tracking the item will be your responsibility.
- 3.** Returned items must be in the condition that you received them, nicely repackaged in the original packaging. You will be responsible for return shipping costs. Your refund (less the shipping cost and a \$30 processing fee) will be processed and applied to your original method of payment within 3 business days of receiving the returned item(s).

Our rights: We reserve the right to refuse a refund in cases where we deem damage to a product to be due to wear and tear, misuse or failure to take reasonable care during installation or return shipping.

Damaged items

Unfortunately, and despite our best efforts, items are occasionally damaged in transit. If you notice that an item is damaged when it is delivered to you, please contact us within 2 days of delivery and our customer support team will do their best in taking care of your needs in a timely manner.

The type of remedy we offer will depend upon the damaged circumstances. We may arrange to replace the product or provide you with the parts needed. If we require you to return the product/parts to us, we will pay the cost of the return.