

Refund Policy

Newcastle Bulk Building Supplies

This Refund Policy sets out how Jefflea Pty Ltd (ABN 98 634 218 045), trading as Newcastle Bulk Building Supplies (we, us, our) handles refunds, returns, exchanges and remedies for goods we supply to customers in Australia.

This policy is intended to comply with the **Australian Consumer Law (ACL)**. Nothing in this policy excludes, restricts or modifies any consumer guarantees, rights or remedies you may have under the ACL or any other applicable law.

1. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. Definitions

Term	Meaning
ACL	The Australian Consumer Law contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth).
Customer / you	The person or business who purchases goods or services from us.
Goods	Any products supplied by us.
Major failure	Has the meaning given in the ACL.

3. Change of Mind

We are not required to provide refunds, exchanges or store credits for change-of-mind purchases. This does not affect your rights under the ACL, including your rights if goods are faulty, not of acceptable quality, not fit for purpose, or do not match their description.

However, we may offer a return, exchange, store credit or refund at our discretion, subject to this section and any conditions notified at the time of purchase.

Please ensure you order the correct product and quantity before completing your purchase.

If we agree to a change of mind return, the following conditions apply unless we state otherwise in writing:

- you must contact us within 5 (five) days of purchase;

- goods must be unused, in original condition and packaging (where applicable), and accompanied by proof of purchase;
- any shipping or handling fees are non-refundable (unless required by law); and
- returns may be subject to a reasonable restocking fee where permitted by law.

We do not accept returns of bulk or loose materials that cannot be repackaged to their original state.

4. Damaged or Incorrect Goods

If your order arrives damaged or you receive incorrect goods, contact us within 5 (five) days after delivery.

We will assess your claim and respond within a reasonable timeframe.

5. Remedies for Goods

If goods have a **major failure**, you are entitled to choose a:

- refund; or
- replacement,
and you may also be entitled to compensation for any other reasonably foreseeable loss or damage.

If the failure is **not major**, we will choose to:

- repair the goods; or
- replace the goods; or
- refund you,
within a reasonable time.

6. Items not eligible for return or refund (where permitted by law)

Except where required by the ACL or other applicable law, we may decline returns or refunds for:

- goods damaged due to misuse, negligence, abnormal use, or failure to follow instructions;
- goods altered, modified, or repaired by someone other than us (unless authorised by us);
- fair wear and tear;
- loss or damage occurring after delivery or collection;

- goods sold “as is”, “seconds”, clearance or discounted due to disclosed faults (to the extent the issue was disclosed and you accepted it); or
- any other exclusions notified at the time of purchase, to the extent permitted by law.

7. Returns Process

To request a return, replacement, repair or refund, contact us with:

- your name and contact details;
- your order/invoice number (if applicable);
- a description of the issue; and
- photos or other evidence of the issue (if relevant).

If the return is accepted:

- we will provide instructions for returning the goods;
- you must package goods safely to avoid damage in transit; and
- we may inspect goods on return before determining the appropriate remedy.

8. Delivery, shipping and costs

If a return is approved, return freight costs are the customer's responsibility. Goods must be returned in the condition received and in original packaging where applicable.

If goods are faulty, incorrectly supplied, or otherwise fail to meet consumer guarantees, we will cover reasonable return shipping costs (or provide an alternative return method), as required by the ACL.

For change of mind returns (if approved), you are responsible for return shipping and any associated costs unless we agree otherwise in writing.

9. Refund Method

If a refund is approved:

- refunds will be issued to the original payment method where possible;
- if the original method is not available, we may refund via another method agreed with you; and
- refunds are typically processed within 5-10 business days after approval (timing may vary depending on your financial institution).

10. Business customers

If you are acquiring goods or services for business purposes, your rights may differ depending on whether the ACL applies (including whether you are a “consumer” under the ACL). This policy does not limit any non-excludable rights you may have.

11. Privacy

We may collect and use personal information to assess and process returns and refunds. We handle personal information in accordance with our Privacy Policy and applicable law.

12. Changes to this policy

We may update this Refund Policy from time to time. The current version will apply to all purchases unless otherwise required by law.

13. Contact Us

For all refund or return enquiries, please contact:

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