

## Warranty Policy - 3D Digital Garage Shop (The Garage)

Last Updated: August 2025

This Warranty Policy applies to all purchases of physical 4x4 accessories (the "Products") from the 3D Digital Garage Shop website (referred to as "The Garage," "we," "us," or "our").

### PART A: PRODUCT WARRANTY

#### 1. Manufacturer's Warranty

##### 1.1 Warranty Period:

- The Garage warrants that the Products will be free from defects in materials and workmanship for a period of 12 months from the date of original purchase (the "Warranty Period").
- This warranty applies only to the original purchaser and is not transferable.

##### 1.2 Exclusions: This warranty does not cover:

- Damage caused by normal wear and tear.
- Damage caused by improper installation, modification, or use of the Products outside of their intended purpose.
- Damage caused by accidents, misuse, abuse, or neglect.
- Damage caused by external factors, including but not limited to, extreme weather conditions, impact, or chemical exposure.
- Products that have been altered or repaired by anyone other than The Garage or its authorized representatives.
- Cosmetic damage that does not affect the functionality of the Product.
- Products used for purposes other than those for which they were designed.

##### 1.3 Warranty Claims Process: To make a warranty claim, you must:

- Notify The Garage in writing (via email to [shop@3ddigitalgarage.com.au](mailto:shop@3ddigitalgarage.com.au) or through our website's contact form) within the Warranty Period, providing details of the defect and your original order number.
- Provide clear photographic or video evidence of the defect.
- Be prepared to return the defective Product to The Garage at your expense, unless otherwise agreed by The Garage, for inspection.

##### 1.4 Warranty Remedies: If a Product is found to be defective within the Warranty Period, The Garage will, at its sole discretion:

- Repair the defective Product.
- Replace the defective Product with a new or refurbished Product of equivalent functionality.
- Provide a partial or full refund of the original purchase price.

##### 1.5 Limitation of Liability: To the maximum extent permitted by applicable law, The Garage's liability under this warranty is limited to the repair, replacement, or refund of the defective Product as described above. The Garage shall not be liable for any indirect, incidental, special, or consequential damages arising out of or relating to the use or inability to use the Products.

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### PART B: RETURNS POLICY

#### 2. General Returns Conditions

##### 2.1 Change of Mind Returns:

- The Garage does not accept returns for change of mind. Please choose your Products carefully before completing your purchase.

##### 2.2 Returns for Incorrect or Damaged Products upon Delivery:

- If you receive a Product that is incorrect (i.e., not what you ordered) or visibly damaged upon arrival, you must notify The Garage in writing (via email to [shop@3ddigitalgarage.com.au](mailto:shop@3ddigitalgarage.com.au)) or through our website's contact form) within [Specify Timeframe, e.g., 7 days] of receiving the Product.
- You must provide clear photographic or video evidence of the incorrect or damaged Product and its packaging.
- The Garage will, at its discretion, arrange for the return of the incorrect or damaged Product and either:
  - Send you the correct Product.
  - Provide a full refund of the original purchase price, including shipping costs.

### 3. Return Shipping

#### 3.1 Cost of Return Shipping:

- For returns due to incorrect or damaged Products (as per Section 2.2), The Garage will be responsible for the return shipping costs. You will be provided with a prepaid shipping label or instructions for arranging return shipping.
- For Products returned under a Warranty Claim (as per Section 1.3), you are generally responsible for the initial return shipping costs. If the Product is found to be defective and covered by warranty, The Garage may reimburse reasonable return shipping costs at its discretion.

#### 3.2 Condition of Returned Products:

- All returned Products must be in their original condition, unused, and in their original packaging, with all original tags and labels attached (if applicable), unless the return is specifically due to a damaged or incorrect Product.
- Products must be securely packed to prevent further damage during transit.

### 4. Refund Processing

#### 4.1 Refund Timeframe:

- Refunds will be processed within 7-10 business days of receiving the returned Product and verifying its condition and eligibility for a refund.
- Refunds will be issued to the original payment method used for the purchase.

### 3. Australian Consumer Law

3.1. This Warranty Policy is in addition to your rights under the Australian Consumer Law (ACL).

3.2. Our Products come with guarantees that cannot be excluded under the ACL. 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 the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

### 4. Contact Us

If you have any questions about this Warranty and Returns Policy, please contact us at:

3D Digital Garage Shop

[shop@3ddigitalgarage.com.au](mailto:shop@3ddigitalgarage.com.au)

0408 877 065