

Pacific Plan Printing Returns and Refund Policy.

You can return items you have purchased from Pacific Plan Printing back to us via the post or to our store. Please choose carefully as refunds are not normally provided where you have simply changed your mind or found the goods cheaper elsewhere.

Please Note: If you require an exchange or refund for any reason, goods must be returned within 7 days from store purchase or online delivery.

Returns will not be accepted for any problems arising as a direct result of mishandling the product. (eg: surface scratches and/or damage caused by the customer after purchase). Items must be unopened in their original packaging and in new condition suitable for resale. Manuals, added packaging and accessories must accompany the product.

If you purchased an item from Pacific Plan Printing and it is faulty or not of acceptable quality or doesn't match the description, you can return it with proof of purchase and we'll repair it, exchange it, or provide a refund.

Returns via store

You can return items that you have purchased online to our store within 7 days of purchase for an exchange or refund, **but you must present a proof of purchase**, ideally your tax invoice. A team member will assess the items and determine whether a refund or exchange will be offered in accordance with our Refund Policy. Refunds will be issued in the same form of tender, therefore if you paid for your order using your Credit Card a refund will be processed to the same Credit Card.

Returns via the post

To return an item that you have purchased from Pacific Plan Printing Online back to us via the post please send the item/s back within 7 days from delivery in their original packaging. Please include your **proof of purchase**, ideally your tax invoice with the item you are returning. Refunds will be issued in the same form of tender, therefore if you paid for your online order using your Visa Card a refund will be processed to the same Card once you have provided us with your details by phone or email.

If the item/s is large, bulky please contact us at print@pacificplanprinting.com.au and we will arrange pickup.

We reserve the right to charge you for any postage costs incurred for returns and exchanges. If you've requested an exchange of a product that you've purchased, we'll do our best to fulfil your request, however please note that this is subject to stock availability and may be placed on backorder.

If you have any further queries or questions please contact us at: print@pacificplanprinting.com.au

or call 07 4775 4344 Monday to Friday between 8.30am and 4.30pm AEST.