

REFUND POLICY

Refer below Refunds/Returns.

Returns Policy could update. So please check back regularly when buying products to see if any updates have been added. Last updated November 2019.

Returns/Refunds

We do not provide refunds or returns. We only provide exchanges, unless a product is under warranty, which it will state if they are or not – this is usually on our bigger items, which are not yet on our website to buy.

What if I realize once I have received the item, that it is the wrong item?

If you realize once you have received the item, that it is the wrong item; you will need to contact us within 14 days. We will not do a return or refund but will happily exchange the product for you to the right item you are after.

What if my item is faulty?

If your item is faulty when you receive it, you will also need to contact us within 14 days to get this item exchanged also. There will be no refund on the item, just an exchange on a non-faulty of the same product.

You will need to send a photo of the faulty item and what is wrong with it to our email address; sales@wet1.com.au and you will also need to reference your invoice number or order number.