



## RETURN AND REFUND POLICY – ONLINE PAYMENTS

Thank you for choosing Percival Print & Packaging.

If, for any reason You are not completely satisfied with a purchase made, we invite you to review our policy on refunds and returns.

The following terms are applicable for any products that You have purchased.

### INTERPRETATION AND DEFINITIONS

#### Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

#### Definitions

For the purposes of this Return and Refund Policy:

- **Company** (referred to as either “the Company”, “We”, “Us” or “Our” in this Agreement) refers to Percival Print Packaging, 57 Cheriton Street, East Perth, WA 6004, Australia.
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.
- **Service** refers to the Website.
- **Website** refers to Percival Print & Packaging, accessible from [www.percival.net.au](http://www.percival.net.au)
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

### YOUR ORDER CANCELLATION RIGHTS

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- **By email:** [percival@percival.net.au](mailto:percival@percival.net.au)
- **By phone number:** +61893196555

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order (including credit card payments), and You will not incur any fees for such reimbursement.

### CONDITIONS FOR RETURNS

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days
- The Goods are in the original packaging

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalised.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

### RETURNING GOODS

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods at the following address:

Percival Print & Packaging  
57/59 Cheriton Street,  
East Perth WA 6004  
Australia

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

### CONTACT US

If you have any questions about our Returns and Refunds Policy, please contact us:

**By email:** [percival@percival.net.au](mailto:percival@percival.net.au)

**By phone:** +61893196555

**By mail:** Quality Assurance  
Percival Print & Packaging  
57/59 Cheriton Street,  
East Perth WA 6004  
Australia