

Refund policy

All off the shelf purchases of our Plastic products can be returned or exchange within **7 days** of receiving your order. You can return your product for **store credit, a different product**, or a **refund** to the original payment method.

To be eligible for a return, your item must be in the same condition that you received it, undamaged and unused, and in its original packaging.

To start a return, you can contact us at Admin@generalplastic.com.au

If your return is accepted, we'll guide to through the return process. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at Admin@generalplastic.com.au

Damages and issues

We work hard to ensure the products arrive with you in perfect condition. Before they leave the shop, they are fully tested and packed well. There is a human element to our manufacturing and delivery service, and as such we realise that from time-to-time mistakes can happen.

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right. Returns must be requested within seven (7) days from date of collection.

If a product fails to meet one or more consumer guarantees, you are entitled to a remedy. Where the issue is minor, we may offer a repair or replacement as the first step. In order for us to access the issue the item must be returned to us.

A refund will be provided if:

- The repair or replacement is not possible
- The remedy is not provided withing a reasonable timeframe, or
- The issue is considered major.

A major failure included situations where the product is unsafe, substantially unfit for purpose, or significantly different from its description or sample.

Exceptions / non-returnable items

Certain types of items cannot be returned, like custom products, cut to size products or products where incorrect cut files/artwork are supplied (such as special orders or personalised items).

Please get in touch if you have questions or concerns about your specific item.