

Returns and refunds

Returns

If you are in any way dissatisfied with the products you have received via www.ableplastics.com.au , we will happily arrange a refund or an exchange, so long as the products are returned to able plastics in a saleable condition.

Making a return

If you decide to return a product to us for refund or exchange, fill out the returns form below and submit to our customer service team who will be in contact with you. Please fill out all relevant details in your returns form.

Refunds

Able Plastics can process a refund whether you are in Australia or overseas.

We credit via the original method of payment.

The amount refunded will depend on the reason for the return.

If you have received a damaged product or the wrong product we will be happy to refund both the product and delivery costs.

An incorrectly ordered product will be exchanged at your expense meaning that you will be required to pay the cost of the return freight and the cost to ship the correct product to you.

Exchanges

To complete an exchange, include the name, product description and cost of the new product you require on the Returns Form.

If there is a difference in the price of the products involved in the exchange, we will charge or refund the difference via the original method of payment unless otherwise notified.

Able Plastics

Returns Form

Customer Details

Contact name _____
Company name _____
Street address (not a PO Box here please) _____
State _____
Postcode _____
Country _____

Order Number _____
Order Date _____
Product Code _____
Product Description _____

Reason for return (please tick)

- Damaged product
 - Product incorrectly ordered
 - Correct product ordered but incorrect product delivered
 - Other (please describe)
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Action for Able Plastics to take (please tick)

- Exchange for a different item
- Deliver correct item

Other comments

Able Plastics

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