

Velflex Returns Policy - Velflex Heat Transfer Vinyl

At Velflex, we pride ourselves on our product quality, consistency and customer satisfaction. With this in mind, we do understand that sometimes products may not meet certain customer expectations or perform as desired. If you experience issues with a Velflex product, please see the below terms and conditions regarding our returns process. Please contact our sales team via email at sales@velflex.com.au or over the phone on 1300 765 414 and our team will do their best to work with you to find a solution.

Change Of Mind

If you have placed a vinyl order and no longer require the particular product, you can return this to our warehouse for a Store Credit (only). Valid for 10 days from the original ship date. This must be shipped to the below address, at your cost.

ATTN: Sales Team

Velflex

396 McDonald Road

Lavington, NSW, 2641

- Please make sure the material is packaged correctly (must be returned in the original packaging) to ensure no damage occurs during transit.
- You must contact a Velflex team member prior to posting your return to let them know you are returning an item and to open an Return Authorisation.

Once this has been received, you will be notified and a credit for the value on the returned goods will be added to your account for future orders. Please note, all returns will incur a 10% restocking fee.

Incorrectly Supplied Product

If you receive your Velflex vinyl order and believe you have been supplied the incorrect product, please contact the sales team immediately via email or phone.

Please ensure you have a copy of the invoice or invoice number for reference.

If you have been supplied an incorrect product, Velflex will arrange for collection of this item and send an immediate replacement.

If you have been supplied the correct item, but it does not meet your expectations, you can return this as per the 'Change Of Mind' return policy above.

Suspected Faulty Product

If you have received a Velflex vinyl order and you believe it to be faulty, please stop using the product immediately and contact the Velflex Sales Team.

In order to determine exactly what could be causing the issues you're experiencing and rule out user error, the Sales Team will ask you a few questions and may request photos of the issues you're experiencing.

This is the best way of ruling out possible variables and ensuring we are offering the best support we can.

To help speed up the process, please see the below details that may be requested upon a suspected faulty product enquiry.

- Product Name
- Order Number
- Batch Number (Available on the front or inside of your roll)
- Description of exactly what issues you're experiencing
- A photo or short video showing the fault (this can be sent via email or directly to a mobile phone number the Sales Team will provide)

If the product is deemed to be faulty, the Sales Team may offer either of the below options:

- **Immediate Replacement Stock**

This offer is extended if you have limited stock available and have a time constraint on completing a job. In this case, if you are a Prepaid customer your replacement invoice may be processed on 14 Day Terms.

This allows time for the suspected faulty product to be returned to Velflex and assessed. After that 14 Days and once your product has been assessed, if the returned product is **not deemed faulty**, you must pay for the replacement stock invoice and the tested vinyl will be returned to you.

If the product is **deemed faulty**, a credit for the amount of product returned will be applied to your replacement invoice. **Please note, Velflex can only credit stock that has been returned. If you have printed/cut, or laminated stock that you can not use, this must also be returned.** Any outstanding balance on the replacement stock invoice must be paid.

- **Credit for faulty stock value**

Depending on the amount of stock that has been affected by a suspected fault, you may discuss with the sales team a credit for a percentage or a portion of stock you were unable to use. This agreed credit will be generated and available on your account as a store credit to use on future orders.

- **Collection and Credit or Refund**

If suspected faulty stock is unusable, Velflex will arrange a collection. Once returned, the stock will be measured and assessed. If found to be faulty, a credit or refund will be offered. Again, **Velflex can only credit stock that has returned. If you have printed/cut, or laminated stock that you can not use, this must also be returned for assessment.**

Postage Options:

Change Of Mind

Within 10 days of your order, please send your 'change of mind return' to the above postal address.

Incorrectly Supplied Product or Suspected Faulty Product

Velflex will arrange collection of an incorrectly supplied product or suspected faulty product.

This will be arranged via either StarTrack Courier or via AusPost.

StarTrack Courier - A Velflex Team Member will email a return connote for you to print and attach to the returning item. Please ensure to remove any previous shipping labels.

Please confirm with a Velflex Team Member your availability for the courier to collect - opening hours, point of collection etc.

AusPost - A Velflex Team Member will email a return connote for you to print and attach to the returning item.

Please ensure to remove any previous shipping labels. Please drop this item off at your local Post Office.

You may also discuss with the Velflex Team Member the option of returning the products and Velflex generating a credit on your Account for the value of the return. This is usually applicable for businesses with their own StarTrack or AusPost Accounts.

'Best Before' Information

Please note, all returns (regardless of reason of return) must be dealt with within 12 months of the original purchase date. Velflex can not refund products that have been stored for longer than this time.

To ensure the longevity of your vinyls, please store them in the original packaging (both bag and box), out of direct sunlight. Extreme temperature fluctuation can impact the longevity of the vinyl.

There is not an exact date that your vinyl will 'stop working' as each product ages differently however we do not encourage using a vinyl older than 3 years.

Velflex Returns Policy - Hotronix Equipment

When you receive your Hotronix heat press, please **DO NOT THROW AWAY THE SHIPPING BOX**. This is vital for any future warranty claims and for the safety of your machine should you need to move locations. If you need to return your heat press for any reason and do not have the original packaging, you will be required to purchase the materials to safely send the heat press.

Please ensure that before using your heat press, you watch the video demonstration provided to you by Velflex.

This has been made to prevent user error or user damage to the machine. If you have not received a demo video, please get in touch with the Velflex Team ASAP.

If you have any questions following the video, please give us a call.

If you choose not to watch this video and the heat press is damaged due to user error, your warranty will be voided and you may incur costs to fix your machine.

Any manufacture/cosmetic/shipping damage must be reported **as soon as the heat press arrives**. Do not start using the machine if you suspect it is damaged.

Change Of Mind

Velflex does not offer Change Of Mind refunds/returns on Hotronix equipment.

Suspected Faulty Product

If you have received a Hotronix Heat Press which you believe to be faulty, please stop using the machine immediately and contact the Velflex Sales Team.

In order to determine exactly what could be causing the issues you're seeing and rule out any user error, the Sales Team will ask you a few questions and may request photos or videos of the issues you're experiencing.

This is simply a way of ruling out possible variables and ensuring we are offering the best support we can as well as pass on to the manufacturer if we do need to submit a warranty claim

To help speed up the process of a heat press issue enquiry, please see the below details that may be requested.

- Model
- Order Number
- Serial Number (Available on the back of your heat press)
- A clear description of exactly what issues you're experiencing
- A photo or short video clearly showing the issues you've experienced

From there, the Velflex Sales team will liaise with Hotronix to determine what actions can be taken to resolve the issue. Velflex will endeavour to work with you to resolve any issues as quickly and easily as possible. Regardless of which Heat Press model (entry level or large commercial) or the location of the customer, we aim to offer the same level of service and support - however, this process may look different for each individual customer based on their situation and circumstance. Our biggest priority if something does go wrong is avoiding downtime for you.

If the product is deemed to be faulty, the Sales Team may offer either of the below options:

- **Replacement Parts**
These can be ordered from Hotronix and supplied to you. These parts can be replaced by yourself* or an electrician.
*To ensure the warranty of the press is not affected, please do not open or alter anything on your press without the direction of a Velflex team member.
- **Collection of the Heat Press for assessment by our technician**
The Heat Press must be shipped back to us in original packaging to avoid damages in transport. Velflex will supply the courier labels which must be attached to the box.
If the Heat Press is returned to the Velflex Warehouse and is deemed in perfect working condition, you will need to pay the return freight.
If the Heat Press is deemed to be faulty and a solution can not be found, a new replacement press or a refund of the purchase price may be offered
- **Loan Heat Press**
This may be offered to assist with downtime in production. This option is based on a customer's individual situation, location and availability of loan presses.