

# Returns & Refunds Policy

**West Coast Components Pty Ltd**

**Effective Date:** 02 January 2026

Thank you for shopping with West Coast Components Pty Ltd (“we”, “us”, “our”).

We stand by the quality of our products and services. This policy outlines when returns or refunds may be available and when sales are final.

## Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the **Australian Consumer Law (ACL)**. You are entitled to a replacement or refund for a **major failure**, and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this policy limits your rights under the ACL.

## Returns (Eligible Items)

Where permitted, returns must meet **all** of the following conditions:

- Return requested within **30 calendar days** of purchase
- Item is **unused, unopened**, and in original packaging
- Proof of purchase is provided

We reserve the right to refuse returns that do not meet these conditions.

## Non-Returnable / Final Sale Items

The following items are **final sale** and **not eligible for return or refund**, except where required under Australian Consumer Law:

- Change-of-mind purchases
- Special order, custom order, or pre-order items
- Custom builds or machining work
- Gunsmithing services or labour
- Firearms (new, used, or consignment), sold **AS IS**

- Deposits (all deposits are **non-refundable**)

## Pre-Orders

- All pre-order items are **non-refundable**
- No discounts, refunds, or cancellations apply once a pre-order is placed
- If we are unable to commence shipping within **12 months** of order placement, a **full refund may be requested**

## Refunds

If a return is approved:

- Items will be inspected upon receipt
- You will be notified of the approval or rejection of your refund
- Approved refunds will be issued to the **original payment method**
- Processing times vary depending on your financial institution

Refunds are **not available** for:

- Gunsmithing or services
- Custom or special-order items
- Firearms sales

## Shipping

- Customers are responsible for **return shipping costs**
- Original shipping fees are **non-refundable**
- If a refund is issued, return shipping costs may be deducted from the refund