

## **RETURNS & CANCELLATIONS POLICY**

### **Cancelling of Unit Rent**

If at any time you wish to cancel the rental of your unit please call bunker storage on 1300 950 729 or email [sales@bunkerstorage.com.au](mailto:sales@bunkerstorage.com.au) . Please note that we require 14 days' notice prior to move out date.

### **Returns**

If for any reason you are unsatisfied with any product you have purchased from us you may return it within 14 days for a refund or store credit.

The criteria for returns is that:

- The item/s is unused
- If the product arrived in an inner box, that packaging is not damaged
- The item/s arrives back to us in the same condition as you received them.

### **How do customers return items?**

Please contact us on 1300 950 729 or email us [sales@bunkerstorage.com.au](mailto:sales@bunkerstorage.com.au) before return so we can discuss the best way to get the item/s back to us.

### **Shipping for returns?**

If there was a fault or error with the original product Bunker Storage will cover any additional shipping costs. Please contact us prior to return so we can discuss options for return/replacement.

### **Credit for Returns?**

If an item is returned because of a fault with the product we offer either full refund or store credit. If an item is returned because you have changed your mind and meets the conditions details above we are happy to offer a full store credit.

### **Shipping address for returns**

Bunker Storage  
c/o Timberfix  
30 Martin Pde  
Lithgow NSW 2780