

## CAIN Equipment Terms and Conditions

### Acceptance of Terms

By accessing or using our website, you agree to be bound by these terms and conditions. If you do not agree with any part of these terms, you may not access the website.

### Online Store

Our website allows you to purchase products online subject to these terms and conditions.

### Product Information

We strive to provide accurate descriptions and images of our products. However, we do not warrant that product descriptions or other content on our website are accurate, complete, reliable, current, or error-free.

### Pricing and Payment

Prices for products are listed in the currency specified on our website. We reserve the right to change prices at any time without notice. Payment is required at the time of purchase, and we accept various payment methods as indicated on our website.

### Availability and Delivery

**Product Availability:** All orders are subject to product availability. In the event that an item is not available at the time of processing, it will automatically be placed on backorder, and we will notify you of the expected delivery date.

**Backorders:** If a product is on backorder, it will be shipped to you as soon as it becomes available. You will be notified of any delays in the fulfillment of your order.

**Delivery Timelines:** While we make every effort to meet estimated delivery timelines, please note that delivery times may vary depending on product availability, shipping carrier, and other factors beyond our control. We will communicate any changes to delivery timelines promptly.

### Shipping and Delivery

We will make every effort to deliver products to you in a timely manner. However, we are not responsible for delays in shipping or delivery beyond our control.

## **Returns and Refunds**

We have a return policy outlining our procedures for returns and refunds. By purchasing from our website, you agree to be bound by this policy.

## **Intellectual Property**

All content on our website, including text, images, logos, and graphics, is the property of our company and is protected by copyright laws. You may not use, reproduce, or distribute any content from our website without our prior written consent.

## **Limitation of Liability**

We are not liable for any damages arising out of or in connection with your use of our website or the products purchased from our website.

## **Indemnification**

You agree to indemnify and hold us harmless from any claims, damages, liabilities, and expenses arising out of or in connection with your use of our website or any breach of these terms and conditions.

## **Governing Law**

These terms and conditions are governed by the laws of and regulations of the state of Victoria and any disputes relating to these terms and conditions will be subject to the exclusive jurisdiction of the courts of Victoria.

## **Changes to Terms**

We reserve the right to update or modify these terms and conditions at any time without prior notice. Your continued use of our website after any changes indicates your acceptance of the updated terms and conditions.

## **Contact Information**

If you have any questions or concerns about these terms and conditions, please contact us at [orders@cainequip.com.au](mailto:orders@cainequip.com.au).

## **Return policy**

**Faulty Goods:** We take pride in the quality of our products and strive to ensure that they arrive in perfect condition. If you receive a faulty or damaged item, please contact us immediately at [orders@cainequip.com.au](mailto:orders@cainequip.com.au) or phone 1800 46 22 46 to arrange for a return or exchange. Proof of purchase must be provided. We will cover the cost of return shipping for faulty goods.

**Change of Mind:** Unfortunately, we do not accept returns or exchanges for change of mind. Please carefully review your order before completing your purchase to ensure it meets your requirements.

**Procedure for Returns:** To return a faulty item, please contact us within 30 days of receiving your order to request a return authorization. We require proof of purchase and evidence of the fault before authorizing the return. Once approved, we will provide you with instructions on how to return the item to us.

**Refunds and Exchanges:** If a faulty item cannot be repaired or replaced, we will offer you a refund or exchange for a similar item of equal value, subject to availability. Refunds will be issued to the original payment method used for the purchase.

**Return Shipping:** We will cover the cost of return shipping for faulty goods. Please ensure that the item is securely packaged to prevent damage during transit.

**Exceptions:** Our return policy does not apply to perishable goods, personalized items, or items that have been used or damaged after delivery.

**Contact Us:** If you have any questions or concerns about our return policy, please contact us at [orders@cainequip.com.au](mailto:orders@cainequip.com.au) or phone 1800 46 22 46 for assistance.