

OLT Group Return and Refund Policy

The OLT Group Return and Refund Policy is applicable only to new parts, accessories, and attachment sales. Individual warranties offered for new and second hand forklift and equipment purchases apply only to individual units, as stated on the tax invoice.

RETURNS

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned:

- * Second hand or used goods cannot be returned
 - * Any non-refundable goods as stated on the tax invoice
 - * Special ordered goods, or products ordered from overseas
 - * Electrical goods
- *We also do not accept products that are hazardous materials, or flammable liquids or gases.

There are certain situations where only partial refunds are granted: (if applicable)

- * Books or manuals with obvious signs of use
- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 30 days after delivery

To complete your return, we require a receipt, tax invoice, or proof of purchase.

Please do not send your purchase back to the manufacturer.

OLT Group will not accept any transport or freight charges for the purpose of returning purchased products. All costs incurred for return of goods after sale are the responsibility of the purchaser.

In all cases of returns the purchaser must first contact OLT Group via email at accounts@oltgroup.com.au to raise the returns or refund request.

Under no circumstances will returns or refunds be accepted by OLT Group without prior approval in writing by management. Do not return products to OLT Group unless you have been instructed by management.

REFUNDS (if applicable)

Once your return is approved, received and inspected, we will notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 business days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at accounts@oltgroup.com.au.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at accounts@oltgroup.com.au and once your exchange has been approved by email send your item to: 35 Leewood Drive, Orange, NSW 2800, Australia.

Shipping

To return your product, you should mail your product to:

OLT Group
35 Leewood Drive
Orange, NSW, 2800, Australia.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.