



# Refunds and Returns Policy

We are not required to provide a refund or replacement if you change your mind.

Proof of purchase to be supplied – i.e. your receipt

There will be no refund or return on the following items

- Animal Health Products
- Cement
- Chemicals
- Feed
- Products with damaged packaging or not in as new condition.

You can choose a refund or exchange if an item has a major problem. This is when the item:

- Has a problem that would have stopped someone from buying the item if they had known about it
- Is unsafe
- Is significantly different from the sample or description
- Doesn't do what we said it would, or what you asked for and can't be easily fixed