

SERRATA GROUP PTY LTD | RETURNS POLICY

Gardens at Night™ is a business of Serrata Group.

At Gardens at Night, we want you to shop with confidence.

YOUR RIGHTS UNDER AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. This means you are entitled to a repair, replacement, or refund if a product you purchase is faulty, not fit for purpose, or does not match its description. Any valid/approved refunds will be processed by our head office team as a return to your original payment method.

FAULTY OR INCORRECT ITEMS

If you believe your product is faulty or not as described, please contact us or return the item to your place of purchase within 30 days.

Our team will assess the item in accordance with our technical procedures to determine whether the issue is covered under warranty. Where applicable, a remedy will be provided in line with Australian Consumer Law.

For more details, please refer to the Warranty Statement and Terms and Conditions of Sale on our Technical Resources page <https://www.gan.com.au/technical-resources/>.

CHANGE OF MIND RETURNS

While we are not required to accept returns for change-of-mind, we may consider them at our sole discretion under the following conditions:

- (a) The return is requested within 30 days of purchase
- (b) The item is unused, unopened, and in original packaging
- (c) Proof of purchase is provided

If approved:

- (a) A credit note will be issued for the value of the goods, less a 15% restocking fee
- (b) Credit notes are valid for 12 months from the date of issue
- (c) Refunds will not be provided for change-of-mind returns

Customised or special-order products are not eligible for change-of-mind returns.

HOW TO RETURN AN ITEM OR NEED HELP?

Please return items to your original place of purchase. Our team is here to help. If you're unsure about your rights or how this policy applies, please contact your original point of purchase. Contact details can be found on our Contact Us page <https://www.gan.com.au/contact-us/>.

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