

National Workshop Equipment – Returns, Refunds & Warranty Policy

How to Make Sure Your Return Is Hassle-Free

To ensure a smooth and quick return process, please make sure that:

- The item is returned in its original packaging and is unused
- All tags, labels and seals are intact
- The item has not been installed or used (trying an item is fine – using it is not)
- All parts and accessories originally supplied are included
- The return is made within the applicable timeframes
- The item is not listed as non-returnable

Time Limits for Returns

- Incorrect item / damaged on delivery / missing parts / change of mind:
Must be returned within 30 days of delivery.
- Defective items:
Must be returned within 1 month of delivery unless otherwise stated under warranty terms.

Preparing Your Return

Please package your item carefully to prevent damage in transit.

The item must be returned in its original packaging, including all accessories, manuals, and components. All seals must be intact (if applicable).

If an item is returned incomplete or without its original packaging:

- The return may be rejected, and
- The item may be sent back to you, or
- A collection or handling fee may apply if we need to arrange a re-delivery.

Wrong Item, Damaged on Delivery, or Missing Parts

If:

- You received the wrong item
- The item arrived damaged
- Parts are missing

You must notify and return the item within 7 days of delivery.

You may choose:

- A replacement
- Store credit
- A refund

If replacement stock is unavailable, we will issue store credit or a refund.

Items are not considered damaged if:

- Damage was caused by misuse or mishandling
- Damage was caused by electrical surges
- The product was used outside its intended purpose
- The item works as described, but not as expected for your application

Change of Mind Returns

If you change your mind, the item must be returned within 30 days of delivery.

The item must be:

- Unused
- In original packaging
- In resalable condition

Defective Items

Defective items must be returned within 1 month of delivery.

Once received, the item will be inspected. If approved, you may choose:

- Repair
- Replacement
- Store credit
- Refund

A defective item will not be accepted if:

- The fault is due to normal wear and tear
- The item was misused or poorly maintained
- Damage resulted from electrical surges or corrosion
- The item was modified
- The item was used outside its intended purpose

Warranty Items

Extended Warranties

Some products carry extended manufacturer warranties. These will be clearly stated on the product page.

If a fault occurs after the standard return period:

- Log the return as soon as possible
- The item will be inspected
- An evaluation fee may apply
- If repairs exceed 21 days, you may be offered a refund or credit

Manufacturer Warranties

For items covered by a manufacturer warranty, repairs and replacements are handled directly by the supplier.

Bundle Returns

Bundle Deals

If you purchased a bundle created by National Workshop Equipment:

- You may return the full bundle or individual items
- Refunds or credits are based on the discounted bundle price

Pre-Packed Bundles

If the bundle was supplied as a sealed unit:

- All items must be returned together
- Partial returns may be rejected

Digital Items

Digital items can only be returned if defective.

You must notify us within 1 month of delivery if:

- The file is corrupted
- A code does not work
- Content is missing

If approved, you may choose a replacement or refund.

Incorrect Item Returned

Please ensure you return the correct item.

If the wrong item is returned:

- We cannot guarantee recovery
- Incorrect items may be disposed of
- Collection costs will not be covered

If found, the item must be collected at your cost.

Rejected Returns

If a return is rejected:

- The item will be sent back to you
- If delivery fails or is refused within 30 days, the item may be considered abandoned and disposed of

Collection or Drop-Off

When logging a return, you may choose:

- Collection by our courier
- Drop-off at a designated point

Drop-offs must be completed within 7 days of logging the return.

Non-Returnable Items

The following items cannot be returned unless faulty or incorrectly supplied:

- Consumable goods and materials

If you're unsure, contact us before returning.

Exchanges

You may exchange an item for another of equal value, subject to availability.

Refunds & Store Credit

Store Credit

- Processed within 2 business days of approval
- Valid for 3 years
- Non-refundable once issued

Refunds

- Refunded via original payment method
- Takes 3–5 business days (bank dependent)
- If original payment method is unavailable, bank details will be requested

If you're unsure about a return, contact National Workshop Equipment and we'll help you sort it out quickly and fairly.