

Returns, Refunds and Exchanges Policy

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. The complete consignment must be returned **within 30 days** from purchase date. The cost of returning the item is to be paid by the purchaser.

1. Please email direct@ultimate.com.au to request a refund and we will assign you a tracking #.
2. Due to the size and fragility of the consignment the complete order must be returned via a nominated freight forwarder to:
Illusion Australia Pty Ltd
Returns Department Tracking #
145 South Gippsland Hwy
Dandenong South, Victoria 3175
3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Merchandise that has been damaged, marked, used, or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 15% restocking fee, this will be deducted from your refund. We also do not refund shipping and handling fees paid on the original order.

Payment Policy

Accepted Methods of Payment

E-Way Credit Card (Visa, Master Card, American Express)
PayPal
Cheque / Money Order (Refer below)

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfil your order for any reason your credit card will be refunded.

Mailing Address For Cheque/Money Order

Illusion Australia Pty Ltd
Returns Department Tracking #
145 South Gippsland Hwy
Dandenong South, Victoria 3175

Items paid by way of Cheque or Money Order will not be released until the funds have been cleared by the relevant financial institution.

Shipping Policy

Turnaround

All orders are shipped within 7 days Monday - Friday 8am - 5pm (excluding public holidays).

Carriers

Due to the specified nature of the product we offer we align our freight services with specialised carriers through strategically located distribution centres. Freight forwarders we use include

Toll / Ipec
Temando Pty Ltd
TasFreight
Camerons
Kemp Transport
Lorpril Pty Ltd
Josie's Transport

Order Tracking

If a tracking number is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using selected carrier methods will not have consignment tracking numbers. We shall advise of the status of order via e-mail.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item is not available within the 7 day shipping period it will be placed on back order. We will ship only the complete consignment once your order is available for completion

Privacy Policy

This policy covers how we use your personal information. At UltimateDirect we acknowledge your personal information is highly confidential. We will take all measures to protect your personal information at all times.

What Information Do We Collect?

We only collect information that we need that is related to your order. This includes your:

Billing Address

Shipping Address

Email Address

Credit Card Information

In addition we also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

How Is My Information Used?

Your information is only used to fill your order. We do not sell or redistribute your information to any third party.

Security and Storage

Only your order data billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

Cookies and Browser Information

Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.