

Returns

Please contact us within 7 days of receipt of your goods if you have any concerns.

Items will not be refunded due to a change of mind or if you have ordered the incorrect product.

We inspect all items prior to shipment for faults and damage. We pack every parcel with care to ensure that it arrives at its destination in the same condition it left our stores. It is possible that some packages may arrive damaged due to mishandling by Australia Post as part of their parcel delivery program. Skyfuel takes no responsibility for products lost while in transit.

If your parcel/product is damaged please contact us immediately on (02) 4657-1255 or via email (accounts@skyfuel.com.au).

****Please note:** We will replace damaged product only once it has arrived back to us.

Please keep your packaging until you contact us. If you can re-use the packaging please do so.

Unfortunately your postage charges on returns are not refundable. Customers may choose to return items by Registered Post or a courier company to ensure safe delivery because Skyfuel Australia Pty Limited will not offer credit for parcels that do not arrive to our store at: #1 Compound Street, Bankstown Airport NSW. Any item being returned must include inside the parcel details including the reason for the return, the customer's name and the Skyfuel order number.