

By using the website www.trailerpartsdirect.com.au, and purchasing any products from the website, you will be deemed to agree to the Terms and Conditions of website. Please read the Terms and Conditions carefully before placing your order as these terms will govern your purchase. Any personal information you provide us will be treated confidentially and for Dunn & Watson Pty Ltd and used for the purposes of your order only.

Placing an Order

Ordering online is easy. You simply place the items you require in your shopping basket by clicking on the add to cart button whenever you see an item you would like to buy. Adding an item to your basket does not commit you to buy as you can always remove it later. You can review the contents of your basket at any time by clicking the Your Shopping Cart link. Once you have found all the items you need, go to the checkout and pay for your purchases. Following the simple instructions given there when you have completed the check out details you will be shown a Final Order Summary. Once this information has been entered you will be transferred to secure payment gateway, where you will then need to enter your payment details including credit card information if nominated and your full billing address.

Liability

Dunn & Watson Pty Ltd ships all goods in working order & is not liable for any damage to persons or equipment concerned due to misuse of products supplied.

Acceptance of Orders

All orders are subject to acceptance by Dunn & Watson Pty Ltd. We will notify you of our acceptance of your order by e-mail shortly after we receive it. If the product you want is out of stock or the price of the product has increased between the time of the order and our acceptance of it, we will e-mail you to advise you of the change in price or when more stock is due. You will then need to confirm to us whether you wish to proceed with your order.

Clerical Errors

Dunn & Watson Pty uses all reasonable endeavours to ensure that all information on the Website is accurate. In the unlikely event that an incorrect price is displayed in relation to any product on this site due to a clerical, typographical or pricing error, Dunn & Watson Pty Ltd shall have the right to refuse to accept any order or cancel any contract to supply such product whether or not the order has been confirmed and the credit card has been charged. If a credit card has already been charged for the purchase and the order is cancelled for this reason Dunn & Watson Pty Ltd shall issue a credit to your credit card in the amount of the incorrect price within 5 working days.

Listing and Descriptions

Dunn & Watson makes every effort to ensure that the product descriptions and photographs provided on the Website are accurate. Whilst the photographs shown on the Website are as accurate as image and photographic processing will allow, Dunn & Watson Pty Ltd does not accept responsibility for slight variances in material finish.

Pricing and payment

Dunn & Watson Pty Ltd accept Visa and MasterCard. Goods will only be dispatched once full payment has been received and funds have been cleared – this may take up to four days, however typically two days with Visa and MasterCard.

Delivery

Dispatch of goods within 2-3 working days of payment received. Delivery of goods to the purchaser is expected within 3-5 working days of dispatch. Dunn & Watson Pty Ltd is not accountable for the loss or damage of these products or property due to transport and or delivery.

Authority To Leave

All orders placed on the website, www.trailerpartsdirect.com.au will be marked with authority to leave at billing address unless alternative delivery instructions have been provided. Dunn & Watson Pty Ltd are not liable of any loss of orders if proof of delivery is supplied by courier. This proof of delivery is applicable with or without customers signature as authority to leave has been given. Dunn & Watson Pty Ltd is not liable during delivery or as a result of delivery for damage to persons or property through goods purchased off the website www.trailerpartsdirect.com.au delivery by courier.

Returns Policy – Your Right to Return and Exchange Goods

Return of goods is subject to approval. Approved returns will incur %10 re-stocking fee. Dunn & Watson Pty LTD will not begin reviewing a credit or return until and image has been supplied or the product has been returned back to us.

Please note: if Dunn & Watson Pty Ltd receive a return in a condition which deemed by management not fit for exchange or refund we shall get in touch with you to discuss next steps. Dunn & Watson Pty Ltd has the right to refuse a return or exchange for any item sent back in a condition that does not satisfy our Return Conditions. Only items which satisfy our Return Conditions will be eligible for a return or exchange.