

RETURNS & REFUND POLICY

Products may be returned only if found to be faulty. Any product fault should be reported to DGEN Automotive immediately so that a return of the faulty product/s can be arranged, and a replacement item issued.

Customers must notify DGEN Automotive of product faults or damage caused in transit or during delivery, within 48 hours of receipt of the goods. Damage caused by the incorrect installation will not be covered by the product warranty.

Returns on electrical items and products will not be accepted.

DGEN Automotive accepts no responsibility for the goods delivered by couriers, transport authorities, logistics companies, nominated agents, etc, once DGEN Automotive has obtained the third party receipt for the goods.

DGEN Automotive liability is restricted only to the replacement of any goods supplied by us, which are proven to be faulty or defective, either due to defective workmanship or materials.

All goods being returned to DGEN Automotive must be in new and unused condition, and be returned in the original undamaged packaging.

A receipt must also be included with the returned goods as proof of purchase, showing the DGEN Automotive invoice number, date of sale, and details of the goods purchased.

Goods being returned for credit must be returned within 30 days of purchase and will be subject to a 15% restocking fee