

# Return policy

Items bought from Glason Cleaning Products can be returned within 14 days of receipt of shipment in most cases. During this period, you can try the product and examine it just like you would when you buy something in a physical store. The product must be in the same condition that you receive it and undamaged in any way. You are allowed to take the product out of its packaging, unless the packaging is sealed.

If you decide to return the items, you'll need to let us know by filling in the return form on our website, or using the model withdrawal form below. You may also let us know that you want to return your order by sending an email to: [glasongroups@optusnet.com.au](mailto:glasongroups@optusnet.com.au). Please note that you must send the items back within 14 days of informing us.

## Processing your return

After we receive your return shipment, we will inspect the returned items and start processing your refund. The money will be refunded to the original payment method you've used during the purchase, unless you prefer otherwise. The refund will be paid within 14 days. We will cover the shipping costs for the return.

# Withdrawal Form

If you would like to withdraw your contract, please fill in this form and send it to:

24 The Ridge  
2250 Narara  
Australia

Or by email: [glasongroups@optusnet.com.au](mailto:glasongroups@optusnet.com.au)

I hereby would like to withdraw from our concluded contract on the purchase of the following goods:

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Ordered on: \_\_\_\_\_, Received on: \_\_\_\_\_

Customer name:

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Customer address:

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Customer signature and date:

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