

Fair Conduct Policy

Cut Price Racing

1. **What is the Fair Conduct Policy?** - Cut Price Racing has implemented a Fair Conduct Policy to ensure buyers will always receive an item as described. The Fair Conduct Policy provides buyers with the peace of mind that they can shop with a reputable supplier who takes pride in the products it sells.
2. **Fair Conduct Policy** – Cut Price Racing will refund/repair or replace any item which is NOT AS DESCRIBED.
3. **How to claim a product NOT AS DESCRIBED** – Contact Cut Price Racing via the contact link. Provide the product number/code, description, date of sale, complaint, your name & contact details. Cut Price Racing will then contact you and determine the best course of action. If Cut Price Racing determines the goods need to be returned, goods must be packaged properly and sent via Registered Post or an insured courier service. Items will not be refunded or replaced unless the item is received back in the same condition sold.
4. **Exclusions**
 - a. Items damaged in transit.
 - b. Lost items (postal/courier loss/misplacement/damage).
 - c. Assumptions in condition of item not described.
 - d. Items which have been modified/serviced/damaged after receipt of goods from the buyer.
 - e. Items which are not received/lost in transit/damaged in return post where required.
 - f. Items returned without proof of purchase (receipt).
 - g. Returned items damaged due to poor packaging.
 - h. Other circumstances at the discretion of Cut Price Racing.
5. **Your responsibilities** - Buyers should always ask questions regarding the condition of items. NEVER ASSUME that an item is perfect/undamaged/faultless if it is not described in the advertisement. Cut Price Racing will endeavour to provide as much information as possible but will not be held responsible for faults/damage/condition which has been inadvertently missed or mistaken. The Fair Conduct Policy only applies to discrepancies between the Actual Product and the Actual Advertisement (including questions asked regarding the condition of the item).