

## **Refund policy**

Exchange, Returns & Refund Policy – BME Packaging

Last updated: February 2026

BME Packaging supplies both stock and custom-manufactured packaging products. As many items are produced specifically to a customer's approved specifications, this policy reflects the operational realities of commercial packaging manufacturing while remaining consistent with Australian Consumer Law.

### **1. Change-of-mind**

BME Packaging does not accept returns, exchanges, or order cancellations for change-of-mind once an order has been confirmed.

This applies to, but is not limited to:

- Custom-printed, branded, or bespoke packaging
- Made-to-order production runs
- Incorrect product selection, sizing, quantity, or artwork approval by the customer
- Orders placed in error

Customers are responsible for carefully reviewing all order details, specifications, and approvals prior to confirming purchase.

### **2. Custom-manufactured and printed products**

All customised or printed packaging is deemed final sale once production has commenced.

As these goods are manufactured to unique customer specifications and cannot be resold or repurposed, they are not eligible for return or exchange, except where remedies are required under Australian Consumer Law.

### **3. Damaged, defective, or incorrect supply**

If goods are received:

- damaged during transit
- defective or not of acceptable quality
- materially inconsistent with the approved artwork or agreed specifications
- incomplete or missing from the shipment

A claim must be submitted within 30 days of delivery.

To lodge a claim, customers must provide:

- order number and business details
- a clear written description of the issue
- high-resolution photographic or video evidence showing the defect, packaging, and shipping label

Insufficient documentation may result in the claim being declined.

#### 4. Assessment and Remedies

Where a claim is determined to be valid, BME Packaging will provide an appropriate remedy in accordance with Australian Consumer Law and the nature of the issue identified.

Depending on the circumstances, the remedy may include:

- remanufacture or replacement of affected goods
- partial or full store credit
- partial or full refund to the original payment method

The form of remedy will be determined based on:

- whether the issue constitutes a major or minor failure under Australian Consumer Law
- the extent of the defect or non-conformity
- the most commercially reasonable method of resolving the issue within a reasonable timeframe

Nothing in this policy limits or excludes any rights or remedies available to customers under Australian Consumer Law.

Approved refunds are generally processed within 5–10 business days of confirmation.

#### 5. Authorised returns

Where a physical return is expressly authorised in writing:

- goods must remain unused, unaltered, and in original packaging
- return freight is the customer's responsibility unless the return results from our verified error
- outbound shipping charges are non-refundable

Unauthorised returns may be rejected and returned at the sender's cost.

## 6. Manufacturing tolerances and material variation

Packaging production involves recognised commercial tolerances.

The following do not constitute defects or grounds for return:

### Colour reproduction

- Colours displayed on digital screens (RGB) will differ from printed CMYK or Pantone outputs.
- Exact colour matching across materials, print methods, coatings, or production batches cannot be guaranteed.
- Perceived colour may vary depending on:
  - substrate type (paper, board, film, compostable materials, etc.)
  - surface finish (matte, gloss, satin, kraft, recycled, laminated, etc.)
  - lighting conditions and viewing environment

Minor colour variation within standard print industry tolerances is considered acceptable performance.

### Size, quantity, and weight tolerances

- Dimensional variance may occur within normal manufacturing tolerances.
- Finished quantities may vary slightly from ordered quantities due to production yield.
- Individual unit weight and total shipment weight may vary based on:
  - Material Density
  - Moisture content
  - coating or lamination processes
  - packing configuration

Such variations are standard within commercial packaging production and do not qualify as defects.

## 7. Australian Consumer Law

Nothing in this policy excludes, restricts, or modifies any rights or remedies available under the Australian Consumer Law.

Where goods fail to meet statutory consumer guarantees, customers may be entitled to repair, replacement, or refund as provided by law.

## 8. Contact

All return requests and quality claims must be submitted to:

BME Packaging

Email: [sales@bmepackaging.com.au](mailto:sales@bmepackaging.com.au)

Please include your order number and supporting evidence with all correspondence.

By placing an order with BME Packaging, you confirm that you have read, understood, and agreed to this Exchange, Returns & Refund Policy.