

Terms of Use of Website (Terms)

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The Terms

Use of this website implies acceptance of the following Terms.

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Purchases

If you wish to purchase any product made available through the website, you may be asked to supply certain information relevant to your purchase including, without limitation, your name, email address, other contact details, credit card or banking details, and address. See also privacy policy.

Return & Exchange

Warranty

Please retain your receipt for proof of purchase.

Online images are for illustration purposes only and colours may vary depending on your screen.

In the event of goods being returned you may choose between full refund or exchange.

Any refunds or exchange offered will be processed when goods have been returned and inspected by A1OA staff.

Faulty goods

All A1OA Products have a one-year (12 months) warranty from the date of purchase if goods are faulty, were wrongly described, or do not do what they are supposed to do.

You must let A1OA know immediately a fault has been detected by emailing contactus.a1oa@gmail.com to inform us of the problem and your request for return or exchange.

Free return postage will be awarded for customers whose item(s) are deemed faulty, wrongly described and covered under the manufacturers' standard 12 months' warranty. Upon receipt of goods, we will investigate and consult with the manufacturer for a final decision. Should the goods not be deemed as faulty and not be covered under the manufacturers 12-month guarantee a refund will not be applied and goods can be returned to the customer at the customer's expense.

[Incorrect item received](#)

In the event an incorrect item has been received, we will replace the item with free return postage or provide a refund. Email us at contactus.a1oa@gmail.com to notify of your order/invoice number, the incorrect item received or missing items and whether you prefer replacement or refund.

[Change of sizes or colours](#)

If you need to change sizes of items purchased you are entitled to an exchange within 30 days provided you have your original proof of purchase, tags still attached, and the product is in original selling condition. Please notify us of the problem and your preference as to refund or exchange at contactus.a1oa@gmail.com. We can only consider an exchange once the good(s) have been returned and verified by A1OA staff.

[Change of mind](#)

Please choose carefully, as we do not provide refunds if you simply change your mind.

[Discounted price](#)

For items purchased at a discounted price, any refunds will be at the discounted price.

[Returning of goods](#)

A1OA is not responsible for any goods damaged or lost in transit.

[Contact Us](#)

If you have any concerns regarding the content of the website, contact A1OA at contactus.a1oa@gmail.com