

# Refunds and Returns

We are not required to provide a refund or replacement if you change your mind.

But you can choose a refund or exchange if an item has a **major** problem. This is when the item:

- Has a problem that would have stopped someone from buying the item if they had known about it.
- Is unsafe.
- Is significantly different from the sample or description.
- Doesn't do what we said it would, or what you asked for and can't be easily fixed.

Under vendor instructions, Bluechip will issue a credit, replacement or repair for the return of faulty products. Replacement or repair returns may result in delay due to vendor processing lead times and Bluechip stock availability.

For any enquiries please contact our warranty department on [ra@bluechipit.com.au](mailto:ra@bluechipit.com.au)