



### Order Cancellation Policy

Any order cancelled 48 hours after it was received will now occur a 15% charge of the value of the order.

We do understand that problems can happen where the order is no longer needed, so the policy will support Helix recover any reasonable costs associated with customers cancelling orders.

The order cancellation applies when the customer cancels all or part of an order after order acceptance.

Order cancelled after shipment will be treated as a "return" with all applicable fees. (Refer to our return and refund policy)

Orders which are refused at delivery may be assessed an order cancellation fee, a re-stocking fee and/or other applicable fees.

### Returns Policy

1. Returns – Product returns will be accepted that meet the following conditions;
  - a. Only products shipped from Helix within 60 days will be considered for return
  - b. Only Helix products in saleable condition will be considered for a return and credit.
  - c. Saleable conditions are defined as meeting the same standards as newly manufactured products and must be in the original packaging. Helix reserves the right to determine saleability of a product.
  - d. Any products that have been discontinued or made obsolete will not be considered for return.
  - e. Products that were specifically configured for the customer will not be considered for return unless the return is due to error made by Helix.
2. Fees – the following charges will apply for return products.
  - a. Re-stocking Charge
    - i. Helix will impose a 15% restocking fee on each product returned, unless the return is due to a Helix error or where alternative arrangements have been made between both parties.

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