

Refund Policy

Dear Customer our refund policy varies depending on the product purchased and the time since purchase. Certain services have specific refund and termination conditions spelt out, either in the application form or conditions of use. Please read all documentation and understand before purchasing/signing.

The Trade Practices Act 1974 describes the circumstances under which you may be entitled to a refund.

They are:

- If the product becomes faulty through no fault of your own.
- If the product is not fit for a stated purpose or a purpose you made known to our sales staff at the time of purchase.
- If the product doesn't match our description or sample.
- If the product has defects that were not obvious or we did not bring to your attention at the time of sale.

Under certain circumstances you may only be eligible for a partial refund or none at all.

They are:

- If the goods have been physically damaged or abused.
- If the product has been partially or fully consumed.

Please choose carefully as you are not entitled to a refund if you simply change your mind.
Keep your receipt as proof of purchase.