

# RETURNS & REFUNDS POLICY



## **Purpose**

The following policy outlines MindMe Pty Ltd (MindMe) product Return & Refund Policy.

## **Returns**

All returns must be received by MindMe within 30 calendar days from date of purchase.

To be eligible for a return, the item must be in original packaging in the same condition as received.

## **Refunds**

Upon receipt of returned item, MindMe will inspect the condition of the item and advise the customer of the status of the refund.

If return is approved, MindMe will initiate a refund to a customer nominated bank account, within 10 business days depending on banking provider.

**Note:** A full product refund will be applied minus MindMe's product setup cost of \$85.00 per unit + postage.

## **Shipping**

MindMe will not be responsible for paying return shipping costs.

## **Further information**

For further information please contact MindMe via phone 1300 776 907 or email [info@mindme.com.au](mailto:info@mindme.com.au).