

Refund and Returns Policy

Services are provided by Australian Postal Corporation trading as Australia Post Mobile and Australia Post Broadband.

1. Understanding our returns policy

We are committed to providing our customers with the best products and services. This policy details how to return a product to us should the need arise.

Please note that all products, with the exception of ex-demo, ex-rental, soiled, clearance, second hand, imperfect or damaged, are sold with a manufacturer's warranty, unless otherwise noted.

2. DOA, damaged or incorrectly shipped products

If your product is dead on arrival, damaged in transit or incorrectly shipped, contact our Customer Service staff immediately. To expedite your return, we recommend that these products be returned to us within 30 days of purchase.

You will be issued with a Return Authorisation Number, in accordance with our Returns Policy. Subject to any applicable law (including the Australian Consumer Law), we will not accept any goods for return which do not have a Return Authorisation Number. Each Return Authorisation Number is only valid for one product and must match the product authorised for return.

The Return Authorisation Number is valid for 30 days, so we must receive the returned product into our warehouse within this period (subject to any applicable law, including the Australian Consumer Law).

You will need the following information, most of which will be on your packing slip or invoice before we can issue a Return Authorisation Number:

- Name and contact details of original purchaser
- Invoice number or order number
- Part number of product to be returned
- Date on packing slip or invoice
- Whether the product box has been opened
- Reason for return

You will be issued with a unique barcode to present at your nearest Post Office for packaging and shipment. We will test all products returned this way within 30 working days of receipt into our warehouse. Some products may need to be returned to the manufacturer for testing.

If you return a product because it was dead on arrival but we find that the product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you. You will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If you receive a product that is damaged in transit from us to you, you should:

- Refuse to accept delivery of the product,
- Direct the courier to "Return goods to sender" and
- Notify our Customer Service staff immediately.

If you have already accepted delivery, and then notice that the product appears to have been damaged in transit, you should notify our Customer Service staff immediately.

Subject to any applicable law (including the Australian Consumer Law), if your product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you and you will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If you receive a product that is incorrectly shipped (different to the one you ordered), we will arrange for the product to be collected from you.

If we find that the product was shipped correctly (for example, where you have ordered the wrong product by mistake), it will be returned to you and you will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

3. Refunds and returns

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

Under Australian Consumer Law 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.

Alternatively, you can choose to keep the item and we will compensate you for any drop in value.

If the problem is not major, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement.

Please keep your proof of purchase – e.g. your receipt.

4. Manufacturer's returns policy & warranty

Please note that all products, with the exception of ex-demo, ex-rental, clearance, second hand, imperfect or damaged products are sold with a manufacturer's warranty, unless otherwise noted.

If a product purchased from develops a fault after 14 days from original purchase and is within the manufacturer's warranty period, we recommend that in the first instance, you contact the manufacturer or their authorised service centre or agent for warranty service. Warranty periods and service levels vary by manufacturer and product.

If a manufacturer offers to accept an opened product for return, then we will honour this. The manufacturer will direct you to return the product either to us or the manufacturer, its agent or another service provider.

If the manufacturer directs you to return the product to the manufacturer, agent or a third party, then you should arrange for the product to be returned as directed and otherwise in accordance with the manufacturer's returns policy. The manufacturer will then organise any refund, repair or replacement payable under the policy.

Please note that repair timeframes are subject to each manufacturer's warranty repair service and may vary.

5. Opened product

We will not accept any opened product for return unless the product is returnable under this policy, a manufacturer's warranty or other contract or law.

6. Processing credits / refunds

We will normally issue a credit note within 7 working days of us receiving the goods returned in accordance with this policy, with the exception of goods that are not obviously faulty and may require testing. The credit note which is issued can then be used as a payment against future purchases or converted to a refund.

Where a product is returned because you believe it is faulty and the fault cannot be observed by our internal testing, the product may need to be tested by the manufacturer. In such cases, the testing process may result in delays of up to 28 days before we can determine whether a credit note will be issued.

We will only issue refunds on request. For your security, all refunds will be made either by electronic funds transfer, or by applying a credit against the credit card used for the original purchase. The actual method of refund will depend upon the payment method used for the original purchase.

In some circumstances, a replacement product or repair will be offered instead of a full refund. We will consult with you and act in accordance with relevant warranties, other contracts and statutes. If we choose to have a product replaced or repaired, we will do this at our cost and return the product (or its replacement) to you promptly.

7. Non-warranty service and repairs

All claims for service not covered by any kind of warranty should, in the first instance, be directed to the manufacturer or its authorised service centre or agent as they have dedicated support centres designed specifically to deal with issues in relation to their products.

If you have problems contacting the manufacturer or its authorised service centre or agent, then please contact our Customer Service staff so that we can assist in getting your product repaired.