

## LED Lighting Returns Policy

S-Tech Holdings Pty Limited ("S-Tech") is committed to providing quality LED lighting products to our customers however we understand that sometimes you purchase too many items or you may change your mind on the type of lighting you require.

### RETURN OF STANDARD PRODUCT

If for any reason you are not completely satisfied with the product purchased, please return them to us in their original condition within 30 days of purchase and we will refund your purchase price or a credit will be applied in order for you to select another LED lighting product from our range.

To qualify to return an item under this policy you must return the product at your cost:

- With the original receipt;
- Un-used and in the original working order and condition;
- Undamaged, original carton; and
- All included accessories;

S-Tech reserves the right to:

- Charge a re-packaging fee if the product is not returned in an undamaged, original carton;
- Apply a 30% re-stocking fee for items not returned within the 30 day period;
- Provide store credit in lieu of a refund.

### RETURN OF CUSTOM MANUFACTURED PRODUCT

S-tech manufacture a range of turnkey specialty products for some clients, these products are custom manufactured to order and are not covered under the standard returns policy.

S-Tech does not accept returns for custom manufactured product however if you believe that you have a claim for a refund of the custom product then please contact S-Tech in writing via email to [service@s-tech.com.au](mailto:service@s-tech.com.au) explaining the reasons you wish to return the products.

S-Tech will review your claim and provide its findings in writing within 15 working days from your correspondence.

S-Tech reserves the right to refuse your request for credit.

Should S-Tech agree to a credit, S-Tech reserves the right to:

- Charge a re-packaging fee if the product is not returned in an undamaged, original carton;
- Apply a minimum of a 30% re-stocking fee;
- Provide store credit in lieu of a refund.

### LIMITATION OF LIABILITY

In no event shall S-Tech be liable for any other loss, costs or damages, including without limitation lost profits or revenues, indirect, incidental, special or consequential damages.

### AUSTRALIAN CONSUMER LAW

Our returns policy includes, and does not seek to exclude or limit, the rights you have under the Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The warranties and product support that we offer and provide pursuant to our Terms and Conditions are in addition to the consumer warranties and guarantees under the Australian Consumer Law.