



#### **Redback RB2 money back guarantee Terms and conditions:**

Should your Redback RB2 not run your motorhome's air conditioner, and you wish to receive a refund, then you have the possibility to return the Redback RB2 2.2KVA to iTechworld no later than 30 days after your original purchase, stating that you would like the "Redback RB2 2.2KVA money back guarantee" Offer. This offer only applies to the Redback RB2 generator.

In taking up this special offer, you have agreed to the following terms and conditions:

Upon provision of (a copy of) your original receipt, iTechworld will either issue you with a full refund, replacement of equal value to the original purchase or a store credit. Please note that bank statements will not be accepted. You must provide (a copy of) your original receipt or your original order number.

Any (shipping) costs for the Redback RB2 purchase or return will be incurred at the customer's expense. iTechworld will not refund any shipping costs.

Video evidence of the Redback RB2 generator not running the motor homes air conditioner must be supplied via email to sales@itechworld.com.au. You also must supply full details including brand, model number, date of manufacturing and full specifications of the Air Conditioner

All equipment supplied with the Redback RB2 generator must be returned along with the generator.

The Redback RB2 generator must be returned in its original packaging.

The Redback RB2 generator must be returned with no fuel and no oil present. e.g No fuel in the fuel tank, no oil in the oil sump and all fuel removed from fuel lines and carburetor.

The Redback RB2 generator must be returned in a new condition fit to be re-sold.

Air conditioners with a locked rotor current of 20 amps or more are not eligible for this offer.

Air conditioners with a peak or continuous output of 7 amps or more are not eligible for this offer.

Certain air conditioners may be excluded from this offer if the specifications of the air conditioner is rated higher than the continuous rated output of the Redback RB2. e.g the caravan air conditioner is recommended to be ran by a higher power rated generator.

Any Redback RB2 2.2KVA generators that are damaged, scuffed or marked as a result of external factors including but not limited to bad handling by the customer, are not covered by this return policy. iTechworld reserves the right to unilaterally amend, suspend, or terminate this policy, or, in the event of policy abuse, exclude customers from its application.

Upon the generator being returned and inspected by iTechworld, the refund will be less the cost of any missing parts and or repairs necessary bring the generator to new condition.