

Returns Policy

Valid from: 13 January 2023

Can you get a refund?

We offer a return strictly within 7 days of purchase for unused, unopened, undamaged packaging in original condition for change of mind only (ie the product is not faulty). We do not refund shipping costs.

We offer a 30 day Refund or Replacement Warranty for all purchases on the website if the product is faulty. Please email us at support@bigpurplephone.com.au for more information. We then offer a 24 month Manufacturer Warranty as provided by Nokia.

Returned Product Status	Policy	Time Limit	Exclusions and other conditions
Faulty product with packaging in any condition or packaging discarded	Refer to Nokia Manufacturer Warranty Policy below	24 months	
Unused and unopened, packaging in original condition, product not faulty - e.g. change of mind	100% refund, or replacement product	7 days of purchase	Exclude commercial sales Customer liable for shipping costs. Returned product must be received either in the Australian office, or at the warehouse, for refunds/replacements to be released.

Warranty Policy

We offer a 30 day Refund or Replacement Warranty for all purchases on the website if the product is faulty. Please email us at support@bigpurplephone.com.au for more information.

Our phones come with a 24-month Manufacturer Warranty period. Please visit https://www.nokia.com/phones/en_au/support#warranty for further information.

Fine Print

Big phone. Big heart.

Address | 10 Walker Street, Bowral NSW 2576

Phone | (02) 9188 6998

Email | hello@bigpurplephone.com.au

Please note there may be limitations on your right to return and obtain a refund for products, however these limits will always be subject to your statutory rights.

For any accepted return, the product must be returned with its included accessories and packaging needs to be returned along with the original receipt and original packaging, and we will replace/exchange it or offer a refund based upon the original payment method.

However, please note that we will only remit refunds to an Australian bank account where the name of the bank account holder matches the payor's name/information. Please also note that we only remit refunds domestically and cannot remit refunds outside of Australia. In addition, please note the following:

Products can be returned only in the country or region in which they were originally purchased.

For more information, visit https://www.nokia.com/phones/en_au/support#warranty

Handset not eligible for a refund?

If your handset and accessories are not eligible for a refund, on your request, we can uninstall the BigPurplePhone LibbsyOST™ operating system and reinstall the Nokia operating system. This can be done by us remotely. You will then be able to insert a SIM card from your preferred provider and the handset can be used as a normal phone.

Subscription cancellation

You can cancel your Subscription at any time by calling **(02) 8660-1390** or emailing us at support@bigpurplephone.com.au. We are not able to refund the cost of your Subscription. Your plan is paid monthly in advance and will terminate on the day the subscription is due for renewal on the following month.

Faulty handset

If your handset is faulty, you should, in the first instance, contact us on the phone, web chat or email (see below for all our contact details) as we may be able to assist you remotely with the fault.

If we are unable to rectify the issue, we will ask you to return the handset to us. Depending on the nature of the fault, we may arrange for the handset to be repaired or replaced. Please refer to our [Warranty Policy](#) for more information.

Before you go

We will be sorry to see you go, and we would appreciate you giving us some feedback as to why you have decided to leave us. Please see below for ways to contact us.

Complaints

If you are not happy with your service, you can follow our Complaints Handling process.

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For more details, see: <https://bigpurplephone.com.au/pages/complaints-handling-process>. If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

How to get in touch with us?

You can reach us at any time by:

Chatting with us, through our website at www.bigpurplephone.com.au

Emailing us on support@bigpurplephone.com.au

Calling us on **02 8660 1390**

Our support hours are 9AM-5PM, Monday - Friday AEST.

We update our policies from time to time. If you are reading a printed copy of this document, please refer to the Policies section our website to ensure you have the latest version.

This document should be read in conjunction with our Standard Terms and Conditions which can be found under Policies on our website <https://bigpurplephone.com.au/pages/policies>.

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