



WARRANTY TERMS & CONDITIONS

All goods supplied by Acium Sports are covered by the original manufacturer's warranty. If an item has failed and you believe it to be a claimable warranty, please follow our warranty returns process.

Please note that we endeavour to resolve warranty assessment in a timely manner, however due to the complexity of some products it might need to be returned to the distributor and in some cases the manufacturer for assessment.

After completing all the information and accepting our warranty terms and conditions you will receive an email informing you of the next step:

- Please pack your items properly to minimise the risk of it being damaged in transit.
- Attach the address label with the RA number filled in.
- We strongly suggest that a trackable delivery service is used as Acium Sports will not be liable for any goods lost in transit.
- You will be notified via email once we receive your product.
- The defective product must be returned and received by us within **14 days** of completing and submitting the warranty assessment form.
- You will receive an email notification once we receive the product.

Outcome of the Warranty assessment:

Product found to be defective and under warranty - we will do the following:

- The products will either be repaired or
- The product will be replaced or
- The product purchase price will be refunded where it cannot be repaired or replaced with a similar product.
- Acium Sports will be responsible for any or all freight costs in returning your product.

Product found not to be defective or covered by the Warranty:

- You will be notified of this outcome after assessment via email.
- The product can be returned to you at your expense or it can be collected from our Bendigo Office, in Central Victoria.
- Unclaimed items will be stored for **90 days** and will be disposed of if not collected.

Due to health and safety regulations, we request all used products to be cleaned prior to being returned. Clothing needs to be washed before it is returned.