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## Returns & Refund Policy

You may return your product to us in the following circumstances (terms & conditions apply)

- Where you purchased your item by mistake
- You purchased the incorrect item
- The item your received was damaged

### Refund considerations

- Item must be returned within 30 days of receipt
- Item must be returned within 14 days of approval being considered
- To ensure the feasibility of return please contact our customer service team before returning the product [sales@megalifebattery.com.au](mailto:sales@megalifebattery.com.au)
- Item can only be returned to accredited MegaLife Battery Australia Reseller
- The item must be returned at the buyers cost in original condition with all tags & packaging
- The items has not been opened, used or damaged and is in perfect condition when received
- Please do not stick or write anything on the item itself or its packaging
- If the item has sustained damage in transit or does not return as noted above, a revised refund amount may be required
- Only regular priced items can be refunded, sale items cannot be refunded

### Terms of refund

- Once return item has been received and inspected, notification will be sent of approval or rejection of refund
- If approved, refund will be proceed and credit will be applied to your credit card or original method of payment (no cash refunds)
- Refunds my take up to 7 days after item has been returned
- Return item(s) must be returned at your own cost