

## Returns Policy

### Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be in original packing, unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Non returnable items include: No GRA, packaging missing, accessories missing, goods marked or damaged, goods purchased greater than 30days from invoice date, indent items, custom colour or custom built orders.

Additional non-returnable items:

- \* Gift cards
- \* Downloadable software products

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted and a re-stocking fee of up to 20% may apply:

- \* Manuals with obvious signs of use
- \* CD, DVD or software that has been opened
- \* Any item not in its original condition, outer box marked, damaged or written on.
- \* Customer error, reduction of scope
- \* Any item that is returned more than 30 days after delivery

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

## Late or missing refunds

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [mail@Oceanview-technologies.com.au](mailto:mail@Oceanview-technologies.com.au)

## Sale and indent only items

Only regular priced items may be refunded, unfortunately sale and indent only items cannot be refunded.

## Exchanges

We only replace items as per the manufacturers warranty terms and conditions if they are defective or damaged. Refer to your manufacturer warranty card attached with the goods.

## Shipping

To return your product, please email [mail@oceanviewtechnologies.com.au](mailto:mail@oceanviewtechnologies.com.au) for a return shipping address.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

[mail@oceanviewtechnologies.com.au](mailto:mail@oceanviewtechnologies.com.au)

Oceanview Technologies Group Pty Ltd, PO Box 1114, Booragoon WA 6954.

Oceanview Technologies Pty Ltd

ABN 47 169 115 459

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