

REFUND POLICY

Modit (ABN 78 077 346 319)

www.moditrowaterfiltration.com.au

This Refund Policy ("Policy") applies to all purchases from us, unless stated otherwise.

(1) CUSTOMER SATISFACTION IS OUR PRIORITY

At Modit, customer satisfaction is our priority.

We offer refunds, repairs and replacements in accordance with the *Australian Consumer Law* and on the terms set out in this Policy.

Any benefits set out in this Policy may apply in addition to consumer's rights under the *Australian Consumer Law*.

Please read this Policy before making a purchase, so that you understand your rights as well as what you can expect from us in the event that you are not happy with your purchase.

(2) AUSTRALIAN CONSUMER LAW

(a) Under the *Australian Consumer Law*:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures to goods, you are entitled to a refund or replacement. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods.

(b) We offer refunds, repairs, and replacements in accordance with the *Australian Consumer Law*.

(c) The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy products.

(d) If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the *Australian Consumer Law*, the *Australian Consumer Law* will prevail.

(e) Further information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*.

(f) If a product which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund.

(g) If a product which you purchased from us has a failure which does not amount to a major failure (as defined in the *Australian Consumer Law*) then you may still be entitled to have the goods repaired or replaced.

(3) CHANGE OF MIND

(a) In the event that you receive the products or services which you purchased, as stated, but you simply change your mind, we offer you a refund provided that:

(1) You notify us via email at info@moditrowaterfiltration.com.au within 7 days of receipt.

(II) In the case of products, you return the said product in its original packaging.

(III) In the case of products, the said product has not been opened.

(IV) In the case of products, the said product has not been used.

(V) In the case of products, the said product has not been damaged.

(VI) In the case of products, you return the said product with its original receipt.

(VII) You may be required to present a government issued identification document at the time of return.

(VIII) The following additional conditions are satisfied:

Restocking fee of 15% and return postage paid by buyer.

(4) EXCEPTIONS

Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service you purchased if:

(a) You misused the said product in a way which caused the problem.

(b) You knew or were made aware of the problem(s) with the product or service before you purchased it.

(c) You made alterations to a product or you were unclear about what you wanted.

(d) You were not operating within product specifications or details specified within product manual and or documentation.

(e) Any other exceptions apply under the *Australian Consumer Law*.

(5) SHIPPING COSTS FOR RETURNS

(a) In the event that a product you purchased fails to meet one or more Consumer Guarantees under the *Australian Consumer Law* we will bear cost of shipping via Australia Post the said product (the "Returned Product") back to us, as well as any cost of shipping any replacement product to you.

(b) If the Returned Product is eligible for a repair, replacement or refund under the terms of this Policy (including under the *Australian Consumer Law*) then we will reimburse you for the reasonable postage cost via Australia Post for the Returned Product.

(c) You are responsible for organising for the Returned Product to be returned to us via post to address indicated in this Policy.

(d) In the event that the returned product turns out not to be eligible for a repair, replacement or refund under the terms of this Policy (including under the *Australian Consumer Law*), then you will be required to pay the costs of any inspection, repairs upon confirmation by you, postage, shipping or transportation of the Returned Product both ways. Returned product will not be shipped until these costs have been paid in full. If payment in full has not occurred within 90 days, we are able to dispose of non-claimed product/s and our contract ends, unless agreed prior by both parties in writing.

(6) RESPONSE TIME

We aim to process any requests for repairs, replacements or refunds within 21 days of having received them.

(7) HOW TO RETURN PRODUCTS

(a) In order to apply for a return, you must:

Email evidence photos / videos and a description of the situation within 7 days to info@moditrowaterfiltration.com.au with a subject line containing 'Returns claim application'

(b) We will pay any refunds in the same form as the original purchase or to the same account or credit card as was used to make the original purchase, unless otherwise determined in our sole discretion.

(c) You must provide proof of purchase dated within 1 Year + 28 days (to allow for shipping and installation) after invoice date in order to be eligible for a refund, repair or replacement.

(d) You may be required to present a government issued identification document in order to be eligible for a refund, repair or replacement.

(e) Only upon approval of claim application and direction by seller, return products to the following address:

PO Box 2273, Malaga, Western Australia, 6944

(8) CONTACT US

If you wish to speak to us about this Policy or about any refund, repairs or replacements, you may contact us at:

info@moditrowaterfiltration.com.au