

## **Refund Policy**

### **Product Return Policy**

The provision of goods and services by Eqcore Pty Ltd is subject to availability. In cases of unavailability, Eqcore Pty Ltd will refund the client in full within 7 working days.

Cancellation of orders by the client will attract a 10% administration fee. Subject to any applicable law, all goods purchased shall be regarded as having been sold as is without warranty against latent defects.

Please enquire with our sales team regarding guarantees. No liability shall arise on the part of Eqcore Pty Ltd for any representation or warranty made or alleged to have been made in respect of goods sold by Eqcore Pty Ltd to the customer. Eqcore Pty Ltd liability in respect of any claim based on defective goods shall be limited to repairing or replacing such defective goods, at the discretion of Eqcore Pty Ltd. During any applicable warranty period, provided that such defective goods are returned to Eqcore Pty Ltd in their original state and packaging and at the customer's cost within the applicable warranty period.

In circumstances where the goods are not manufactured by Eqcore Pty Ltd, Eqcore Pty Ltd liability shall in no circumstances extended beyond any corresponding liability of the manufacturer or supplier of such goods to Eqcore Pty Ltd.

In circumstances where the Purchaser wishes to return non-defective goods to the Company for credit, the Company may, in its sole and absolute discretion (subject to applicable law), agree to the return of such goods subject to the goods being new, unused, in their original packaging and in a saleable condition.

The Purchaser shall be obliged to furnish adequate written proof of having purchased the goods from Eqcore Pty Ltd the Company. Subject to applicable law, the Company shall be entitled to a minimum 10% handling fee for any goods which are returned for credit.

Notwithstanding the prevailing price of the goods at the time that they are returned to Eqcore Pty Ltd, the price reflected on the customer's proof of purchase shall be the price credited by Eqcore Pty Ltd to the customer for the return of the goods, less the handling fee.

The product must be returned unused, and all original packaging and labelling must be returned or we might not be able to issue a refund. Please keep in mind that you are responsible for the safe delivery back to Eqcore Pty Ltd of all returns, we suggest a courier or insured post and tracking. Defected or faulty products may be returned within 14 days of purchase and a full refund or if chosen by the customer, an equal product swop, will be given

once we have received the product and had a chance to involve the manufacturers warrantee to confirmed the fault.

Not acceptance for returns over 14 days from Invoice date will be permitted.

For any other or related queries, please do not hesitate to contact us.

We are always here to assist

**The Eqcore Team**