

# Returns Policy

Our returns policy is in addition to your rights under the Australian Consumer Law because we want you to be happy with your purchase. Please read the following carefully to ensure you are fully aware of your rights under this policy and our obligations to you.

Our returns policy only applies to physical hardware purchased through Switch Connect such as phones and networking devices

## Change of mind returns

If you wish to return an item because you have changed your mind about your purchase, Switch Connect will offer you an exchange or credit provided that:

- You return the item within 28 days of purchase;
- You produce your original invoice receipt with the return of the item
- The item is in re-saleable condition including that:
  - It is in its original packaging, including instruction manuals and all accessories;
  - It is unworn, unopened, unused and in its original condition

## Other Returns

Switch Connect will accept product returns and provide you with an exchange, credit or repair where:

- The product is faulty or is not of acceptable quality, or
- The product is not fit for its intended purpose, or
- The product does not match the sample or our description; and
- You can attach your Switch Connect Invoice receipt or other adequate proof of purchase

Switch Connect may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. Switch Connect reserves the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair goods.

Claims for compensation or reasonable expenses incurred in returning your purchase should be addressed to our Customer Service team at the address below and need to be accompanied with supporting evidence.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Switch Connect reserves the right to:

Assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

Please note:

- Your original Switch Connect Invoice receipt is the best form of proof of purchase
- Refunds will be issued using your original payment method

## How to return

Items must be sent to:

Switch Connect  
Suite 17 2-4 Cross St  
Hurstville NSW 2220

Return costs are the responsibility of the customer.