

Return, Refund & Replacement Policy

STANDARD REFUND REPLACEMENT POLICY CONDITIONS

Australian Psyencholotry Association ABN. 42 145 806 882 to the fullest extent permitted by law, is not required to provide a refund or replacement on returning the Goods and or Services if you change your mind. But you can choose a refund or exchange if a Good and or Service has a major problem. This is when the Good and or Service:

- Has a problem that would have stopped someone from buying the item if they had known about it.
- Is unsafe.
- Is significantly different from the sample or description.
- Doesn't do what we said it would, or what you asked for and can't be easily fixed.
- Is within the "Cooling Off" period of 48 hours following initial delivery.

Alternatively, the Buyer can choose to keep the item and the Seller will compensate the Buyer for any drop in value. If the problem is not major, the Seller will repair the item or rectify the problem within a reasonable time. If the Seller does not repair or rectify the problem within a reasonable time, the Buyer may choose a refund or replacement.

In every case the Buyer shall have;

- a) Prior authorisation given by the Seller;
- b) Have the correct invoice number quoted on the Buyer's return docket, e.g. keep the receipt as proof of purchase;
- c) The return, refund or replacement is made within five (5) business days after delivery; and
- d) The reason for return is clearly stated by the Buyer.

The Buyer and Seller acknowledge that the Buyer holds the Goods as from the date of delivery as bailee and agent for the Seller for the purpose of sale of the Goods in the ordinary course of the Buyer's business. The Buyer will not be entitled to return the Goods to the Seller except as stated above or with the written consent of the Seller, at the discretion of the Seller. All Goods returned will be subject to a handling charge of 15% of the invoice price of the Goods and the Buyer will pay all costs. Without limiting the generality of the foregoing, the Seller and the Buyer agree that, to the fullest extent permitted by law, the Buyer will not be entitled in any circumstances to return Goods which the Seller has acquired specifically for and at the request of the Buyer.

If you have any queries or Complaints about our Refund and Replacement Policy please contact us at:

Trading and Contact Address: 12 Beta Crescent, Panorama, South Australia, AUSTRALIA 5041.

Business Telephone: (08) 8277 6362

Business e-Mail: cd.quin.ezut@gmail.com

