

Return and Refund Policy

InstantVap

instantvap.au

Effective Date: 25/06/26

Last Updated: 25/06/26

At InstantVap Australia, we stand behind the quality and performance of our cordless oxalic acid vaporizers. This Return and Refund Policy outlines your rights when purchasing products from us, including your rights under the Australian Consumer Law (ACL). We are committed to ensuring every beekeeper has a fair and straightforward experience when dealing with returns, refunds, or warranty claims.

This policy applies to all products purchased directly from InstantVap Australia via our website (instantvap.au), by phone, or through our authorised distribution network.

1. Your Rights Under Australian Consumer Law

Our products 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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this policy limits, restricts, or modifies your consumer guarantee rights under the ACL. Where this policy and the ACL conflict, the ACL prevails.

2. Products Covered

This policy covers all InstantVap products sold in Australia, including:

- InstantVap Lite — designed for hobbyist beekeepers (1-20 hives)
- InstantVap Compact — designed for mid-scale beekeeping operations
- InstantVap Turbo — designed for commercial use (100+ colonies)
- Replacement parts, accessories, and consumables
- Rental equipment (subject to separate rental terms — see Section 8)

3. Change of Mind Returns

We understand that sometimes a product may not be the right fit. While the Australian Consumer Law does not require us to provide a refund or exchange for change of mind, we offer the following policy as a gesture of goodwill.

3.1 Eligibility

To be eligible for a change-of-mind return, the following conditions must be met:

- The return request must be made within 14 days of receiving the product.
- The product must be unused, in its original condition, and in its original packaging.
- All included accessories, documentation, and components must be returned.
- Proof of purchase (order confirmation, invoice, or receipt) must be provided.

3.2 Non-Returnable Items

The following items cannot be returned for change of mind:

- Products that have been used, tested with oxalic acid, or show signs of use
- Products with damaged, missing, or opened packaging (beyond reasonable inspection)
- Consumable items (e.g., oxalic acid, replacement heating elements) once opened
- Gift cards or vouchers

3.3 Return Shipping for Change of Mind

For change-of-mind returns, the customer is responsible for all return shipping costs. We recommend using a trackable shipping method, as we cannot be held responsible for items lost or damaged in transit. The original shipping cost is non-refundable.

3.4 Restocking Fee

A restocking fee of 5% may apply to change-of-mind returns to cover inspection and repackaging costs.

4. Faulty or Defective Products

If you receive a product that is faulty, defective, or not as described, you are entitled to a remedy under the Australian Consumer Law. Our products are precision-engineered, and we take quality seriously — if something is not right, we will make it right.

4.1 What Qualifies as a Fault

A product is considered faulty if it:

- Does not function as described or advertised (e.g., does not heat to the specified temperature range)
- Has a manufacturing defect (e.g., faulty wiring, defective LED feedback system, compromised stainless steel construction)
- Is not fit for the purpose it was sold for (i.e., safe and effective oxalic acid vaporization)
- Does not match the sample or demonstration model
- Is unsafe or poses a risk during normal use

4.2 Remedies for Faulty Products

Depending on the nature and severity of the fault, you may be entitled to:

Major Failure: You may choose a full refund or a replacement product of the same model. A major failure is one where the product would not have been purchased had the defect been known, is substantially unfit for its normal purpose, is unsafe, or cannot be easily fixed.

Minor Failure: We will repair the product within a reasonable timeframe. If repair is not possible or takes an unreasonable amount of time, you may choose a replacement or refund.

4.3 Return Shipping for Faulty Products

If a product is confirmed to be faulty, InstantVap.au will cover all reasonable return shipping costs. We will provide a prepaid shipping label or reimburse you for the cost of return postage upon confirmation of the fault.

5. Warranty Claims

5.1 Warranty Period

All InstantVap vaporizers come with a 2-year warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use conditions.

5.2 What Is Covered

The warranty covers:

- Defects in the heating element, PID temperature control system, and LED feedback system
- Faults in the battery connection interface
- Structural defects in the stainless steel body or chamber
- Electrical failures under normal operating conditions

5.3 What Is Not Covered

The warranty does not cover:

- Cleaning the heating chamber.
- Damage caused by misuse, neglect, or failure to follow operating instructions
- Normal wear and tear, including degradation of components exposed to oxalic acid over extended use
- Damage caused by use with incompatible batteries or power sources
- Damage caused by unauthorised modifications or repairs
- Cosmetic damage (scratches, dents) that does not affect functionality
- Third-party batteries or accessories not supplied by InstantVap

5.4 How to Make a Warranty Claim

To make a warranty claim:

- Contact us at Hello@beebrothers.com.au or 0477990077 with your order number and a description of the issue.
- Provide photographs or video of the fault where possible — this helps us assess the issue quickly.

- Our support team will assess the claim and advise on next steps within [3-5] business days.
- If the product needs to be returned for inspection, we will provide shipping instructions and cover return postage for valid warranty claims.

5.5 Warranty Claim Outcomes

Once we have assessed the product, we will:

- Repair the product and return it to you, or
- Replace the product with the same or equivalent model, or
- Issue a full refund if repair or replacement is not feasible.

We aim to resolve all warranty claims within [10-15] business days of receiving the returned product.

Note: The 2-year warranty is in addition to your rights under the Australian Consumer Law. Consumer guarantee rights are not limited by the warranty period.

6. Refund Methods and Timeframes

6.1 Refund Method

Refunds will be issued using the same payment method used for the original purchase:

- Credit/debit card payments will be refunded to the original card.
- Bank transfer payments will be refunded to the originating bank account.
- “Stripe “payments will be refunded to the originating Stripe” account.

6.2 Refund Timeframes

Once a refund has been approved:

- Credit/debit card refunds: 5-10 business days (dependent on your financial institution).
- Bank transfer refunds: 3-5 business days.
- PayPal refunds: 1-3 business days.

We will notify you by email when the refund has been processed. If you have not received your refund within the stated timeframe, please check with your financial institution before contacting us.

6.3 Partial Refunds

A partial refund may be issued in the following situations:

- Products returned with signs of use or minor damage (change-of-mind returns only).
- Products returned with missing accessories or components.

7. Exchanges

If you would like to exchange a product for a different model (e.g., upgrading from a Lite to a Compact or Turbo), please contact us to discuss your options.

- Exchange eligibility follows the same conditions as change-of-mind returns (see Section 3).

- If the replacement product is of a higher value, you will be required to pay the price difference.
- If the replacement product is of a lower value, the difference will be refunded to you.
- Exchange shipping costs are the responsibility of the customer, unless the exchange is due to a product fault.

8. Rental Equipment Returns

InstantVap Australia offers a rental option to help beekeepers trial our vaporizers before committing to a purchase. Rental equipment is subject to the following return conditions.

8.1 Rental Return Conditions

- Rental equipment must be returned by the agreed rental end date.
- Equipment must be returned in clean, working condition. Normal wear from proper use is expected and acceptable.
- All original accessories and packaging must be returned with the rental unit.
- The renter is responsible for return shipping costs, unless otherwise agreed at the time of rental.

8.2 Late Returns

Rental equipment returned after the agreed end date may incur additional charges at the applicable daily/weekly rental rate. Please contact us as soon as possible if you need to extend your rental period.

8.3 Damaged or Lost Rental Equipment

Renters are responsible for the care of the equipment during the rental period. In the event of damage beyond normal wear and tear, or loss of the equipment, the renter may be charged for repair or replacement costs, up to the full retail value of the product.

8.4 Rental-to-Purchase

If you decide to purchase the product during or after a rental period, [the rental fee paid may be credited towards the purchase price / a discount of [X]% on the purchase price applies]. Contact us for details.

9. How to Initiate a Return

To start a return, exchange, or warranty claim:

Step 1: Contact our support team at Hello@beebrothers.com.au or 0477990077. Include your order number, the product(s) you wish to return, and the reason for the return.

Step 2: Our team will review your request and provide a Return Authorisation Number (RAN) and return shipping instructions within [2-3] business days.

Step 3: Pack the product securely in its original packaging (or equivalent protective packaging) and include the RAN with your shipment.

Step 4: Ship the product to the address provided. We recommend using a trackable, insured shipping service.

Step 5: Once we receive and inspect the returned product, we will notify you of the outcome within [5-7] business days.

Important: Do not return products without first obtaining a Return Authorisation Number. Unauthorised returns may be refused or delayed.

10. Return Shipping Address

Instantvap.au

16 Fraser rd

Killcare , NSW 2257

Note: Returns should only be sent to the address provided with your Return Authorisation. Do not send returns to any other address unless specifically instructed.

11. Damaged or Incorrect Items Received

If your order arrives damaged during shipping, or you receive an incorrect product, please contact us within 7 days of delivery. We will arrange for a replacement to be sent at no additional cost, or issue a full refund including shipping costs.

Please provide:

- Photographs of the damage or incorrect item received.
- Photographs of the packaging (to assist with shipping claims).
- Your order number and a description of the issue.

12. Contact Us

If you have any questions about this Return and Refund Policy, or need assistance with a return, exchange, or warranty claim, please get in touch:

Email	Hello@beebrothers.com.au
Phone	0477990077
Website	instantvap.au
Business Hours	Monday-Friday, 9:00 AM - 5:00 PM AEST
Postal Address	16 Fraser rd, Killcare NSW 2257

InstantVap | instantvap.au

This policy was last reviewed on 26/6/26. InstantVap Australia reserves the right to update this policy at any time. Changes will be posted on our website.

For more information about your consumer rights, visit the Australian Competition and Consumer Commission (ACCC) at accc.gov.au.