



REFUND POLICY

REVO DECK

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

(1) CUSTOMER SATISFACTION IS OUR PRIORITY

At Revo Deck, 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 consumers' 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 and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you may be entitled to cancel the service contract with us, a refund for the unused portion, or compensation for its reduced value.
- You may also be entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service 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 may be entitled to a refund for the goods, to cancel the contract for the service and obtain a refund of any unused portion, and to compensation for reasonably foreseeable loss or damage from a failure in the goods or service.

(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 and services.

(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 or service 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. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.

(g) If a product or service 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

Revo Deck may offer an exchange or refund where a customer simply changes their mind, subject to the conditions below.

For all change-of-mind returns, products must be unused, uninstalled, uncut, unmodified and in saleable condition. Returns must be approved by Revo Deck before collection or return. Where products have been cut, modified or installed, a change-of-mind refund or exchange may not be available.

Perth: Where Revo Deck arranges collection of an approved change-of-mind return in Perth, a **\$200 pickup and administration charge** applies. The approved refund will be the original purchase amount less the applicable \$200 pickup and administration charge.

All other states: Where Revo Deck arranges collection and return of an approved change-of-mind order to our warehouse, a **\$664 return freight and collection charge** applies. This charge covers the cost of transporting the products back to the Revo Deck warehouse. The approved refund will be the original purchase amount less the applicable \$664 return freight and collection charge.

The change-of-mind charges above apply only to voluntary change-of-mind returns and do not limit any rights a customer may have under the Australian Consumer Law.

(4) PRODUCTS DAMAGED DURING DELIVERY

In the event that a product which you ordered is damaged during delivery:

- Please contact Revo Deck as soon as possible.
- Any damaged product should be kept in the condition in which it was received, together with any packaging and other items received with the damaged product.
- We will assess the issue and, where applicable, arrange to repair the damaged product, collect and replace it with an equivalent product, or provide a refund in accordance with this Policy and the Australian Consumer Law.

For delivery damage claims, please notify us within 1 day from the date you received the product so that we can assess the issue promptly.

(5) OTHER RETURNS

(a) In addition, Revo Deck may offer returns in circumstances covered by an applicable product warranty or other written warranty terms.

(b) To be eligible for a return under these circumstances, please contact us immediately via the contact details published on our website.

(c) Any claims for a return under this clause should be made within 1 day from the date you received the product, unless a different period applies under the relevant warranty or the Australian Consumer Law.

(6) 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:

- You misused the product in a way which caused the problem.
- You knew or were made aware of the problem with the product or service before you purchased it.
- You asked for a service to be done in a certain manner, or asked for alterations to a product, against our advice, or you were unclear about what you wanted.
- Any other exception applies under the Australian Consumer Law.

(7) 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, Revo Deck will bear any reasonable costs of shipping or otherwise transporting the product back to us, as well as any reasonable costs of shipping any replacement product to you.

(b) If the product can easily be posted or returned, then you may be responsible for organising its return to us. If the product is eligible for a repair, replacement or refund under this Policy or the Australian Consumer Law, Revo Deck will reimburse reasonable postage, shipping or transportation costs where required by law.

(c) If the product is too large, too heavy, or otherwise too difficult to be removed and returned by you, and is believed to be eligible for a repair, replacement or refund under this Policy or the Australian Consumer Law, Revo Deck will organise the postage, shipping, transportation or collection of the product at our cost where required by law.

(d) If Revo Deck organises and pays for inspection, postage, shipping, transportation or collection, and the product turns out not to be eligible for a repair, replacement or refund under this Policy or the Australian Consumer Law, you may be required to pay reasonable costs incurred for that inspection, postage, shipping, transportation or collection, to the extent permitted by law.

(8) ASSISTANCE FROM MANUFACTURERS

(a) In some cases, manufacturers may provide assistance in relation to their products and may be able to resolve an issue more quickly.

(b) In some cases, manufacturers may provide warranties for their products which go beyond the Consumer Guarantees under the Australian Consumer Law or any other rights available to you under this Policy.

(c) You are not obliged to contact the manufacturer directly in order to seek a repair, replacement or refund from Revo Deck. However, you may do so if you wish.

(9) RESPONSE TIME

We aim to process requests for repairs, replacements or refunds within 14 days of receiving them.

(10) HOW TO RETURN PRODUCTS

(a) You may contact Revo Deck to discuss a return using the contact details published on our website.

(b) Approved refunds will generally be paid in the same form as the original purchase or to the same account or credit card used for the original purchase, unless otherwise agreed or required by law.

(c) You must provide proof of purchase 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.

(11) CONTACT US

If you wish to speak to us about this Policy, or about any refund, repair or replacement, please contact Revo Deck using the contact details published on our website.

Revo Deck
Revolutionize Outdoor Living