

NANOMAN

RETURNS AND REFUNDS POLICY

This policy applies to products purchased from the website www.nanoman.com.au

1. CUSTOMER SATISFACTION IS OUR PRIORITY

At Nanoman customer satisfaction is our priority.

We offer refunds 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 consumer's 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 you are not happy with your purchase.

2. AUSTRALIAN CONSUMER LAW

- (a) Our goods come with guarantees that cannot be excluded under Australian Consumer Law for major failures
- (b) We offer refunds and replacements in accordance with the Australian Consumer Law.
- (c) The Australian Consumer Law provides a set of consumer guarantees which protects 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 is Australian Competition and Consumer Commission
- (f) If a product or service which you purchased from us has a major failure then you may be entitled to a replacement or a refund.
- (g) If a product or service which you purchased from us has a failure which does not amount to a major failure you may still be entitled to a to have the supplied and services goods replaced.

3 CHANGE OF MIND

(a) In the event that you receive the products and services which you purchased, but simply change your mind, we may, at our discretion offer you a refund or exchange provided that:

- (I) You notify us within 14 days
- (II) In the case of products, you return the said product in its original packaging
- (III) In the case of products, it has not been opened
- (IV) In the case of products, it has not been used
- (V) In the case of products, it not been damaged
- (VI) In the case of services, the services have not already been performed

4 CHANGE OF MIND

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

- (a) Please contact as soon a possible
- (b) Any damaged product may have to be returned in the condition it was when you received it, together with packaging.
- (c) We will pay for its return and replace it with an equivalent product or provide a refund provided that you contact us within 14 days from the date you received the product

5 30 DAY MONEY BACK GUARANTEE

We proudly stand behind the Nanoman brand. That is why we offer a 30 Day Money Back Guarantee for products purchased from this website www.nanoman.com.au.

Please refer to the 30 Day Money Back Guarantee Terms and Conditions for full details.

6 EXCEPTIONS

Notwithstanding the other provisions of this Policy, we may refuse to replace or refund for a product you purchased if:

- (a) You misused the product in a way which caused the problem
- (b) You knew or were made aware of potential issues with the product on non specified surfaces or uses before you purchased it

- (c) You asked for a service to be done in a certain manner, or against our advice or you were unclear about what you wanted.
- (d) Any other exceptions apply 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 Guarantee under *Australian Consumer Law* we will bear any shipping costs of (the "Returned Product") back to us as well as any shipping cost in replacing the product to you.
- (b) If the Returned Product can easily be posted or returned, then you are responsible for organising for the Returned Product to be returned to us.
- (c) In the event that we organise and pay for postage, shipping transportation or collection of a Returned Product, and it turns out not to be eligible for replacement or refund under the terms of this policy (including the *Australia Consumer Law*), then you will be required to pay the cost of shipping transportation or collection of the Returned Product.

8 RESPONSE TIME

We aim to process and requests for replacements or refunds within 14 days of having received them.

9 HOW TO RETURN PRODUCTS

- (a) You should contact us to discuss a return using the details at the end of this policy
- (b) We will pay any refunds in the same form as the original purchase or to the same account or credit card as was used to make the original purchase, unless otherwise determined in our sole discretion.
- (c) You must be able to provide proof of purchase in order to be eligible for a refund or replacement.
- (d) Products approved for return should be sent to the following address"

Nanoman
U8 50-54 Howleys Road
Notting Hill Vic 3168

10 CONTACT US

If you wish to speak to us about this Policy or about and refund or replacements, you should contact us at:

Email: info@nanoman.com.au

Tel: 1300 696 266

Revised and effective 1st June 2020