

# Returns and Refund policy

This policy applies to outright purchases only. For refunds and returns related to leased e-bikes, please consult the Lease Agreement.

Our policy is valid for a period of 14 calendar days from the date of the purchase. If you would like to return the product for a refund during this period, you may do so provided the conditions below have been met. Please note that if the period of 14 days has lapsed, we cannot, unfortunately, offer you a refund.

## Refund requirements

The following criteria must be met to qualify for a refund:

- Product is defective
- Product is not as described
- Product must be unopened (for accessories/attachments)
- Product must be in original packaging (for accessories/attachments)
- Product must be unused
- Product must not be damaged
- Product must not be a special-order item

To ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue a refund.

## Proof of purchase

To complete your refund, we require a receipt, purchase order or other proof of purchase. Please note that without the aforementioned proof of purchase, we will not issue a refund but will provide you with a store credit instead.

## Sale, clearance and special order items

Only regular priced standard stock items may be returned, unfortunately sale or clearance items and special order items cannot be returned.

## Shipping items

To return an order, you must contact us first.

Once approved for return, please send to: E-stralian Pty Ltd, 15A Union Street, North Melbourne VIC 3051. You will be responsible for paying for the shipping costs with regard to the items that you wish to return and for insurance during transit. We will not refund the shipping costs.

## **E-stralian Pty Ltd**

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject a refund. We will not be liable for any damage occurred in transit of returned items or for lost parcels.

All refunds will be subject to a 15% restocking fee.

## **Contacting us**

If you have any questions, concerns, or complaints regarding this refund policy, we encourage you to contact us using the details below:

<https://www.e-stralian.com.au/contact-us/>

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