

PROFRESH SYSTEMS PTY LTD RETURNS POLICY

Equipment & Consumable Items

This policy applies where you wish to return items because they are no longer required. It DOES NOT AFFECT your statutory or contractual rights relating to faulty or defective products. Proof of Purchase will need to be established before a Return can be accepted.

1. Amount to Be Credited/Restocking Fee

We apply a restocking fee of 20% of the invoiced item value (exclusive of GST), so the credit will normally be 80% of the amount you have paid for the item. This fee will not apply where an item is exchanged for other products of a similar value. Credit can only be given for product, equipment, or consumable charge items that you returned undamaged and unused. It is not available for separate charges such as delivery and handling of items.

2. Return of Equipment and Consumable Items

We will give credit for equipment and consumable items returned within 14 days from date of supply, as long as:

1. It is a standard ProFresh Systems Pty Ltd item and not one specifically made or obtained for the customer.
2. Equipment or consumable items are returned in new condition with any packaging or containers undamaged.

Returns will be checked by ProFresh Systems Pty Ltd before any credit is given.
