

Legal Entity: AUS-1 INTERNATIONAL PTY LTD

Trading As: ACAPS

ABN: 97 169 797 353

Website: www.acaps.net.au

Contact Email: cc@acaps.net.au

Address: Unit 15, 11-19 Waler Cres, Smeaton Grange NSW 2567

1. Statutory Consumer Guarantees

Our goods and services come with guarantees that cannot be excluded under the **Australian Consumer Law (ACL)**. You are entitled to statutory remedies for goods or services purchased through www.acaps.net.au.

- **Major Failures:** If a product or service experiences a major failure, you are entitled to cancel the service or order, receive a full refund or replacement, and seek compensation for any reasonably foreseeable loss or damage.
- **Minor Failures:** If a failure does not amount to a major failure, you are entitled to have the product repaired or replaced within a reasonable time. If a service failure is minor, you are entitled to have the service re-supplied within a reasonable time.

Nothing in this Policy excludes, restricts, or modifies any statutory rights or remedies available to you under the ACL. If there is an inconsistency between this Policy and the ACL, the Australian Consumer Law prevails.

2. Change of Mind Policy & Trade Returns

We are not legally required to offer a refund or exchange if you simply change your mind, purchase the wrong item, or select incorrect specifications. However, at our sole discretion, we may offer a refund or exchange provided that:

- You contact us in writing within **7 calendar days** of receiving your item.
- The product is **unused, uninstalled, undamaged, and in its original saleable condition**.
- The product is returned in its original packaging with all tags, manuals, and components intact.
- Valid proof of purchase (invoice, order confirmation, or tax receipt) is provided.
- **Services:** The requested service has not yet commenced or been performed.

Exclusions & Restocking Terms

Customized or made-to-order goods, specialized electronic components, clearance items, and unsealed digital products/software are strictly excluded from change-of-mind returns. Approved commercial or trade change-of-mind returns may be subject to a **15% restocking fee** to cover handling and re-inspection costs.

3. Freight Damage & Transit Issues

If an item arrives damaged or defective upon delivery:

1. **Inspect on Delivery:** Please inspect shipments immediately upon arrival. Note any visible outer packaging damage on the courier's consignment note prior to signing.
2. **Notify Us:** Contact cc@acaps.net.au within **7 calendar days** of delivery.
3. **Provide Proof:** Include your order number, a detailed description of the issue, and clear photographic evidence showing both the damaged product and package.
4. **Resolution:** Upon verification, we will arrange a repair, replacement, or full refund (including standard freight costs) at no additional expense.

4. Non-Returnable Items & Exceptions

In accordance with Australian Consumer Law, we reserve the right to decline a repair, replacement, or refund if:

- The defect or damage resulted from misuse, neglect, improper installation, abnormal physical stress, alteration, or failure to follow product instructions.
- You were explicitly informed of specific faults or condition prior to purchase (e.g. items sold as clearance or with disclosed defects).
- You requested a custom specification or service execution method against our explicit technical advice, or failed to clearly specify your requirements.

5. Return Shipping & Costs

Faulty / ACL Claims:

- If a return is due to a product failure under the ACL, ACAPS will cover or reimburse reasonable postage and shipping costs.
- **Standard Items:** You are responsible for sending the item back initially to our facility at Smeaton Grange, NSW. Please retain your shipping receipt; upon verification of the fault, reasonable shipping expenses will be reimbursed.
- **Bulky / Heavy Items:** If an item is too large or heavy to return easily, contact us and we will arrange collection at our cost.
- **Note:** If an item is returned and determined **not** to be faulty or eligible under the ACL, you may be liable for inspection and return freight expenses.

Change of Mind Claims:

- You are responsible for all return freight expenses. Original shipping fees are strictly non-refundable.
- We strongly recommend using a trackable courier service, as we cannot guarantee receipt of un-tracked returned goods.

6. How to Initiate a Return

1. **Submit Request:** Email cc@acaps.net.au with your order/invoice number, proof of purchase, and details of the item(s) you wish to return.
2. **Receive RMA:** If approved, our team will issue a Return Merchandise Authorization (RMA) along with return delivery instructions.
3. **Package & Ship:** Securely package the item with all original parts and manuals, clearly attaching your RMA details, and ship to:
ACAPS Returns Department, Unit 15, 11-19 Waler Cres, Smeaton Grange NSW 2567

7. Processing & Refunds

- **Processing Time:** Once received at our facility, we aim to inspect and process returns within **3 to 5 business days**.
- **Refund Method:** Approved refunds will be issued automatically to the original payment method used for the purchase. Banking processing times typically take 2 to 7 business days.
- **Identity Verification:** To prevent fraudulent claims, ACAPS reserves the right to request valid government-issued identification prior to processing certain claims or refunds.

8. Contact Information

For any questions regarding this policy or to submit a return request, please contact us:

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