

Q-Manage (Aust) Pty Ltd Refund & Returns Policy

Documents Purchase

This Agreement is between Q-Manage (Aust) Pty Ltd (ACN 154 032 096), and you (“Consumer”).

At Q-Manage (Aust) Pty Ltd, privacy is paramount. We ensure that our products are of the highest quality and written in accordance with Australian regulations, legislation, standard and best practices.

Our most important task is to guarantee your satisfaction. We will always strive to reach that target. However, we acknowledge that mistakes are made occasionally. This paragraph covers that possibility. If you are not wholly satisfied with the Product, please tell us at the earliest opportunity:

- exactly why you think we have failed;
- the date, if relevant, of the failure;
- when and how you discovered the failure;
- the result of the failure;
- your suggestion as to action we should take to resolve the situation and restore your faith in us.

To do this, it is essential that you contact us by email from our web site, or at info@qmanage.com.au or +61412389663 during business hours.

If for any reason is unable to rectify the problem, or we are unable to meet your satisfaction a refund will be offered within 7 days of purchase.

If you refer an alternative to a refund, a credit may be offered and you can select alternative products of the same or less value.

We ask that you please choose carefully before making your purchase as we do not refund for incorrect choice.

If you have any queries regarding any of our products or services, please feel free to call our office on +61412389663 during business hours.



Physical Goods

If for any reason you are not completely satisfied with your **Physical** goods purchase we will give you a 7 days money-back guarantee from the time you receive the goods. Please email us at info@qmanage.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems. This refund policy does not apply to goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit & therefore advise you take out shipment registration of insurance with your postal carrier. Q-Manage (Aust.) Pty Ltd will not be responsible or parcels lost or damaged in transit if you choose not to insure.