

## Freshwater Systems Pty Ltd Returns & Refunds Policy

Please choose your water filter product carefully as Freshwater Systems Australia does not provide refunds for change of mind.

However, if the product is faulty, does not fit or you have been sent the wrong product, we are happy to accommodate, providing you follow the returns and refund procedures below.

### 1. GENERAL CONDITIONS

1.1 The Customer acknowledges that it has checked the information in the Order and any specifications for the Goods prior to placing the Order.

1.2 All products returned for a refund must be in "as new" condition.

1.3 Unless faulty, the product must

11.3.1 Be returned within 28 days of purchase in original, unused, undamaged and resalable condition including the packaging and with the tax receipt.

11.3.2 The customer must cover the cost of freight.

11.5 The refund offered is the invoice price less freight costs.

1.4 Delivery fees paid are non-refundable, to the extent permitted by the Laws.

11.3 The Customer acknowledges that special, custom or non-stocked items are not returnable unless the Laws require otherwise.

### 2. CHANGE OF MIND

11.2 Freshwater Systems does not provide refunds for change of mind.

### 3. WRONG PRODUCT or PRODUCT DOESN'T FIT

3.1 A request for refund or exchange must be received and acknowledged by Freshwater Systems prior to returning goods. Please contact Freshwater Systems on (08) 8351 7800 or [filters@freshwatersystems.com.au](mailto:filters@freshwatersystems.com.au) to initiate refund or exchange.

3.2 Goods returned without prior approval will not be refunded.

3.2 Once approval has been granted, please send the wrong product back to Freshwater Systems (FWS must receive the product prior to refund or replacement)

3.2 FWS reserves the right to provide a replacement product

3.3 If no replacement can be found, then full refund including postage paid will be offered

#### 4. FAULTY or DAMAGED PRODUCT

4.1 A request for refund or exchange must be received and acknowledged by Freshwater Systems prior to returning goods. Please contact Freshwater Systems on (08) 8351 7800 or [filters@freshwatersystems.com.au](mailto:filters@freshwatersystems.com.au) to initiate refund or exchange.

4.2 Please send the wrong product back to Freshwater Systems, (FWS must receive the product for assessment, before a refund can be issued). If found to be faulty, reasonable cost of returns postage will be refunded.

4.3 FWS reserves the right to provide a replacement product.

4.4 If no replacement can be found, then full refund, including original postage paid, will be offered

#### 5. OUT OF STOCK

12.1 In circumstances that any Goods in the Order are out of stock, Freshwater Systems will advise the Customer by email or phone. An indicative date of restocking and anticipated delivery time will be provided.

12.2 Freshwater Systems will refund or replace the Goods with an equivalent product at the election of the Customer.

#### 6. THIRD PARTY INSTALLATION

6.1 Freshwater Systems will not be liable for any failure or fault of in the Goods, caused by a third party, that is not a direct employee or subcontractor of Freshwater Systems.

#### 7. EXCLUSIONS & LIMITATION OF LIABILITY

7.1 The Customer expressly agrees that use of Goods is at the Customer's own risk.

7.2 To the fullest extent allowed by the Laws, Freshwater Systems' liability is limited to the:

7.2.1 replacement of the Goods or the

7.2.2 supply of equivalent Goods

7.2.3 refund of the Goods; and

7.2.4 repair of the Goods.

## 8. VARIATIONS IN INFORMATION, SPECIFICATIONS & SAMPLES PROVIDED

8.2 All information, specifications or samples provided by Freshwater Systems in relation to the Goods are approximations only. Slight deviations or variations that do not substantially affect the Customer's use of the Goods will not be accepted as a basis upon which to refuse the Goods, or make a claim for return of the goods for refund or replacement.

## 9. GENERAL DUE DILIGENCE

9.1 Like any product, Freshwater Systems' Goods may fail early due to unforeseen circumstances.

9.2 To mitigate the risk of property damage caused by such failure, the Customer should:

9.2.1 regularly examine Goods for leakage and/or deterioration and replace when necessary;

9.2.2 use reasonable measures to protect surrounding property against leakage, where leakage could cause property damage;

9.2.3 ensure the water supply is turned off if the premises are vacant for any extended period of time; and,

9.3 Where the Customer is not the end user of the Goods, the recommendations in 10.2 above should be conveyed by the Customer to the end user of the Goods.

## 10. ADMINISTRATIVE OR CLERICAL ERROR

10.1 Freshwater Systems reserves the right to correct any errors in relation to advertised price or freight cost, either on website or catalogues or other documents produced or managed by Freshwater Systems.

10.2 Freshwater System reserved the right to cancel an order found to contain erroneous information that would result in disadvantage to Freshwater Systems. In this situation a full refund will be provided.

## 11. ADVICE

11.1 Any advice, recommendation, information, assistance or service given by Freshwater Systems in relation to Goods, is given in good faith. Whilst every care will be made to ensure information provided is accurate, appropriate and reliable at the time it is given, it is provided without any warranty.

Still have some questions? Please contact us via email or call 08 83517800.