

Internode Merchandise Refunds

Policy and Return Form



1. Our Refund Policy

This refund policy applies to Internode merchandise such as caps, T-shirts, and coffee cups. Internode's warranty and refund policies for hardware are found in the Internode Warranty Information Statement document delivered with such hardware.

We are not required to provide a refund or replacement if you change your mind about what you bought.

But if the item you bought has a major failure, you can choose a refund or exchange. A major failure is when the item:

- has a problem that would have stopped you from buying it if you had known about it
- is unsafe as result of the problem
- is significantly different from the sample or description
- doesn't do what we said it would, or doesn't do what you asked for, and can't easily be fixed.

If the problem is not major, we will repair the item within a reasonable time or give you a refund or replacement.

Please keep your proof of purchase—for example, your receipt.

The benefits given to you by this policy are in addition to other rights and remedies you may have at law.

Our goods come with guarantees that can not be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality, and the failure does not amount to a major failure.

2. Returning Internode Merchandise

If you are not satisfied with your Internode Merchandise and believe that you are entitled to a refund or exchange (in accordance with our Refund Policy above), please follow the following steps:

1. Complete the Internode Merchandise Return Form (page 2 of this document). In particular it is important that you document the reason for the return and the invoice number (or attach your receipt or other reasonable proof of purchase).
2. Send the completed form with the faulty merchandise (with Original Packaging where possible) to:

Internode Merchandise Returns
Accounts Department
Internode Pty Ltd
150 Grenfell St
Adelaide SA 5000

We will examine the merchandise and:

- if you are eligible, then we will send you a replacement unit or a refund in accordance with the Refund Policy.
- if we believe that you are not entitled to a refund or replacement, we will contact you to explain our reasons.

3. Contact Details for Internode Merchandise Deliveries and Warranty Enquiries

Please allow between two and four weeks—from the date that you placed your order (or returned faulty goods to us)—for delivery of your Internode Merchandise.

If you have not received your goods in this time-frame, please:

- call us on **13 6633** and select 'Accounts'; or
- email us at **merchandise-ticket@internode.on.net**,

and quote your invoice number and a daytime contact telephone number.

*This warranty is provided by Internode Pty Ltd (ABN 82 052 008 581) of
1/502 Hay Street, Subiaco, WA, 6008.*

Internode Merchandise Return Form

1. Customer Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

*Required fields

Customer Name*

Internode Client ID

Invoice Number*

Email Address*

Street Address*

Suburb/Town*

State*

Postcode*

Telephone (Business Hours)*

Mobile

2. Reason for Return

Please choose one of the following*

Incorrect Item Sent

Item is faulty

Incorrect Size

Other

Details of the reason for your return of the Internode Merchandise*

3. Customer Authorisation

I acknowledge that the information on this form is true and correct.

Signature

X

Date