

Refunds and Returns Policy for Kein Sheldrake IT Help

Effective Date: 04/07/23

At Kein Sheldrake IT Help, we strive to provide excellent customer service and ensure customer satisfaction. This Refunds and Returns Policy outlines our guidelines for refunds and returns. By using our services, you agree to adhere to the terms of this policy.

1. Eligibility for Refunds and Returns: a. Refunds: Refunds may be eligible for services that have not been rendered or completed. Hardware and software products may be eligible for refunds based on the terms and conditions specified by the manufacturer or applicable laws. b. Returns: Returns may be eligible for hardware and software products that are defective, damaged upon receipt, or do not meet the specifications as advertised.
2. Refund and Return Process: a. Refunds: To request a refund, please contact our customer support team within [insert number of days] days from the date of purchase. We may require proof of purchase, such as an invoice or order confirmation, to process your refund. b. Returns: To initiate a return, please contact our customer support team within [insert number of days] days from the date of receipt. We may require you to provide details about the issue with the product and any supporting evidence, such as photographs or videos.
3. Refund and Return Conditions: a. The product or service must be in its original condition, including all original packaging, accessories, and documentation, unless otherwise specified. b. We reserve the right to inspect and verify the condition of the returned product or service before processing a refund or return. c. Refunds or returns may be subject to restocking fees or shipping charges, as applicable.
4. Refund and Return Resolution: a. Refunds: Upon approval of your refund request, we will process the refund using the original payment method, unless otherwise agreed upon. b. Returns: After verifying the issue with the product, we will either provide a replacement, repair the product, or issue a refund, depending on the nature of the problem and product availability.
5. Exclusions: The following items are generally not eligible for refunds or returns, unless otherwise required by applicable laws: a. Services that have been rendered or completed. b. Software products that have been opened or activated. c. Products damaged due to misuse, negligence, or unauthorized modifications.
6. Contact Us: If you have any questions, concerns, or requests regarding our Refunds and Returns Policy, please contact our customer support team at info@sheldraketech.com.

Please note that this Refunds and Returns Policy is subject to change without prior notice. It is your responsibility to review the policy periodically to stay informed about our guidelines for refunds and returns.

By using our services, you acknowledge that you have read and understood this Refunds and Returns Policy and agree to comply with the terms and conditions outlined herein.

Please note that anything written in the Australian Consumer Law available here - <https://www.legislation.gov.au/Details/C2023C00043> overrules anything written here.