

Returns Policy

At Avico Electronics P/L we pride ourselves on providing a superior level of service and a wide portfolio of products from many countries.

We appreciate that you want to shop with the confidence of knowing that if you are not completely satisfied with your purchase, you can simply return it to any Avico Electronics P/L at PO BOX 720, Seven Hills NSW 2147 and we will provide you with an exchange, refund or repair within the following guidelines.

If you have proof of purchase

If you are able to provide satisfactory proof of purchase, Avico Electronics P/L will happily provide you with an exchange, refund or repair as follows.

Within 7 days of your purchase and If you have simply changed your mind, Avico Electronics P/L will be pleased to offer you a refund or exchange provided:

- the item is in resaleable condition for example:
- the original tags and labels are still attached;
- the item is in its original packaging (if any); and
- the item is unused and as sold; and

the item does not fall within any of the special exceptions below.

If you wish to return an item that you believe is faulty, it may be necessary for the item to be returned to us for assessment to determine whether or not you are entitled to an exchange, refund or repair.

If you do not have proof of purchase

If you cannot provide satisfactory proof of purchase, Avico Electronics P/L may, in its discretion, provide you with an exchange to the current value of the item provided:

- the item is in resaleable condition; and
- the item was originally purchased from Avico Electronics P/L; and
- the item does not fall within any of the special exceptions below; and
- satisfactory identification* is provided at the time of the return.

In the circumstance where you are unable to exchange an item, subject to authorisation from an Avico Electronics P/L Manager, Avico Electronics P/L may in its absolute discretion, provide you with a credit onto your credit card or cheque to the current value of the of the item.

* Avico Electronics P/L will accept a Drivers Licence, including Learners permit with photograph; Proof of Age card that is approved by the Government with photograph and signature within the seal; Blind Citizens Card with photograph; Australian or International Passport; Police, Government or Armed Services sealed identification card with photograph and signature with the seal; Pension cards for aged, invalid widows, supporting parents as satisfactory identification.

SPECIAL EXCEPTIONS

Please choose carefully as we do not offer exchange or refund on the following unless the item is faulty, significantly different from what was shown to you, not doing what it is supposed to do, or where otherwise required by law.

Gift Cards and e-pay vouchers

Please choose carefully as we do not offer exchange or refund for change of mind on:

Custom made (OEM) items

Please choose carefully as we do not offer exchange or refund for change of mind on OEM products unless the item is faulty, significantly different from what was shown to you, not doing what it is supposed to do, or where otherwise required by law.

GENERAL

We will refund using your original payment method or where appropriate at our discretion.

This Policy operates in addition to your statutory rights for returns of faulty goods.