

Return, Repair and Refund Policy

This is the Return, Repair and Refund Policy of Radio Rental Stores where goods were purchased outright. For goods bought at our online store or on rental agreements, please refer to our website for the appropriate terms and conditions.

Change of Mind

Refunds are not provided where you have simply changed your mind, made a wrong selection or simply found the goods cheaper from a different provider.

Consumer Guarantees and Your Rights Under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

For new goods: 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 further entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure is minor in nature.

For used goods: We guarantee that the goods are free from material defects and acceptable in appearance and finish for previously used goods. You are entitled to a replacement, repair or refund – at the company's discretion – for a period of 60 days after purchase for any minor or major failures.

Full details of your consumer rights may be found at www.consumerlaw.gov.au.

Goods Damaged in Transit

Please do not accept any goods at delivery or pick up where packaging is damaged, or after unpacking the goods you notice that the product itself is damaged. Please contact the store to have the damaged goods returned for a replacement or refund.

If after 24 hours of delivery you become aware that goods are damaged and you have not reported it to your store, then it will not be deemed as damaged in transit and no refunds will be provided.

Refunds

Refunds (or replacements) will be made in accordance with the ACL for all major failures. If a refund is deemed necessary we will undertake to process it within 3 to 5 business days either via the same method as originally paid or alternative payment method as per company policies.

Returns and Repairs

To obtain a refund, replacement or repair please return the goods to the store where it was originally purchased or contact us for an assessment for larger items that cannot easily be transported by yourself. You will be required to provide proof of purchase from Radio Rentals. Radio Rentals needs to be satisfied that the product is faulty, the cause of the fault and that the problem with the goods was not your fault. Radio Rentals reserves the right to have returned goods assessed within a reasonable time frame by the manufacturer to determine this, including whether the goods are defective.

Refunds and replacements can only be made if all out of the box accessories such as remotes, controllers, power cords, battery chargers, connectivity cables and manuals have been returned with the defective goods.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Repairing goods capable of storing data created by the user of the goods (user-generated data), may result in loss of the data. User-generated data includes, for example, songs, photos, telephone numbers and electronic documents.