

## RETURNS AND REFUND POLICY

POWERSMART SOLUTIONS (we, us, our, or POWERSMART) makes every effort to be fully transparent at all times. Accordingly, we have developed a Returns Policy to ensure that you are fully aware of your rights with respect to refunds and returns.

### Warranty Claims / Repairs

- Please refer to our Warranty Terms and Conditions

### Returns and Refunds

If you are concerned about your entitlement to a refund or exchange, we recommend that you read on to learn about your rights and our obligations to you.

### Your Entitlement to a Refund or Exchange

You will be entitled to a refund or exchange where we are required to do so under any relevant Law or Statutory Requirement as governed within the Australian State or Territories where the Purchase was made on the condition that you provide a transaction confirmation or a receipt number for your original purchase. Failure to do so may result in your request for a refund being rejected.

In the event that; you believe that you are entitled to a refund or exchange, you must provide us with:

1. Must be made in writing (we suggest and recommend Registered Mail);
2. Listing your full name and address;
3. The original order number;
4. The date of payment, and
5. The reason for claiming the refund or exchange.

You will not be entitled to a refund or exchange if you have simply changed your mind or find a cheaper price by one of our competitors.

Returning products to us once your request to return a product has been processed and accepted by PowerSmart, you will be provided with written confirmation authorising the return.

To return a product(s) to us via suitable method:

1. Complete the 'returns form' that we will be provided to you upon your request.
2. Place the 'returns form' with the items that you are returning and carefully wrap (it's best if the items are in their original condition).

Any returns will be done so at the expense of the purchaser. Send the product(s) to us at our head as per the website [www.powersmartsolutions.com.au](http://www.powersmartsolutions.com.au)