

AquaViser™

Returns & Refunds Policy

Returns

If you believe your AquaViser product is faulty, damaged, or incorrect, please contact AquaViser Support before returning any item.

To help ensure the fastest possible resolution, all return requests must first be assessed and approved by AquaViser Support prior to any product being returned.

If a return is approved, AquaViser Support will provide a return authorization number and return instructions.

Products returned without prior authorization may experience processing delays or may not be accepted.

Contact

For returns, refunds, or warranty support, contact:

support@aquavisers.com.au or phone us using our support phone number found [here](#)

Change of Mind Returns

Change of mind returns may be accepted within 7 days of delivery, subject to the following conditions:

- the product is unused and in original (brand new) condition,
- all original packaging, accessories, and documentation are included,
- the product has not been installed, modified, or damaged,
- proof of purchase is provided.

Shipping costs for change of mind returns are non-refundable unless required by law.

AquaViser reserves the right to refuse change of mind returns that do not meet these conditions.

Faulty or Damaged Products

If a product is found to be faulty, damaged, or not of acceptable quality under Australian Consumer Law, AquaViser may, at its discretion:

- repair the product,

- replace the product,
- provide a refund, or
- offer an equivalent replacement product.

Assessment and testing may be required before a repair, replacement, or refund is approved.

Products Damaged During Installation

Damage caused by:

- incorrect installation,
- improper wiring,
- reverse polarity,
- over-voltage,
- over-current,
- short circuit,
- water ingress,
- physical modification,
- unauthorized repair,
- or operation outside specified limits

is not covered under this policy or the product warranty.

Return Shipping

Unless otherwise required under Australian Consumer Law:

- customers are responsible for return shipping costs,
- AquaViser is not responsible for items lost or damaged during return transit,
- tracked shipping is strongly recommended.

For approved warranty claims, AquaViser may reimburse reasonable return shipping costs at its discretion.

Refund Processing

Approved refunds will generally be processed using the original payment method.

Refund processing times may vary depending on the payment provider or financial institution.

Shipping charges, installation costs, labor costs, and third-party service costs are generally non-refundable unless required by law.

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.