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## Refunds, Returns and Repairs policy

### Refund Policy

At Robo-Tek we want our customers to be completely satisfied with their purchase, so we offer our customers to use the Robo-Tek robot for 5 days, and if not completely happy with the performance of the Robot, return it to the place of purchase for a full refund. (Less restocking fee of 15%)

We recommend you read our Refund, Return and Repairs Policy prior to you making a purchase from [www.robo-tek.com.au](http://www.robo-tek.com.au) so you are familiar with our policy on refunds, returns and repairs and your rights under the Australian Consumer Law.

We also recommend you immediately inspect any goods that we deliver to you to ensure you are completely satisfied with the goods, including that the goods are of acceptable quality, and match the description we have provided to you.

If you have any questions about this policy, please contact our Customer Service Team by emailing [info@robo-tek.com.au](mailto:info@robo-tek.com.au)

### About our Refund, Return & Repair Policy

This is the Refund, Repair and Return Policy of Robo-Tek and applies where you make a purchase online from [www.robo-tek.com.au](http://www.robo-tek.com.au)

### Change of Mind

Please choose carefully as refunds are not normally provided where you have simply changed your mind, made a wrong selection or found the goods cheaper elsewhere. We recommend you carefully preview any orders before adding them to your shopping cart and proceeding with your order.

### Consumer Guarantees and Your Rights under the Australian Consumer Law

Refer to [Consumer Guarantees](#) for more information.

### Goods Damaged in Transit

If any goods arrive damaged, please contact our Customer Service Team by emailing [info@robo-tek.com.au](mailto:info@robo-tek.com.au) as soon as possible. Robo-Tek will arrange to have the damaged goods collected and either arrange for a replacement of the goods or refund the price to you. Damaged goods must be returned in the condition received by you with all accessories and/or manuals provided.

### Refunds

Refunds will be made by Robo-Tek via the method of payment you used to make your purchase. Refunds will normally be processed within seven (7) days.

### Delivery Charges

Where Robo-Tek considers the goods to have breached a consumer guarantee, any shipping costs to return the goods to Robo-Tek will be at Robo-Tek's cost.

**Returns and Repairs**

You may return goods we have delivered to you by mail by contacting our Customer Service Team by emailing [info@robo-tek.com.au](mailto:info@robo-tek.com.au)

You may also contact or attend a Robo-Tek store closest to you and a Robo-Tek staff member will assist you with any return or repair. This may include inspecting the goods, arranging for the goods to be sent for repair, assisting in providing you with a replacement or contacting Robo-Tek on your behalf.

Goods returned for repair will be assessed and/or repaired within a reasonable time. You may be provided with an indicative repair time, which time may vary due to reasons beyond ours or the repairer's reasonable control, such as part availability and incorrect fault description.

You may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide you with an indicative fee, which may vary due to reasons beyond our control.

In some circumstances, 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.

**Contact Us**

Where you have any questions or concerns relating to your order, please immediately contact our Customer Service Team by emailing [info@robo-tek.com.au](mailto:info@robo-tek.com.au)