

REFUND AND CREDIT POLICY

1. Definitions

- 1.1. For the purposes of this Refund and Credit Policy;
- 1.2. **Refunds**; means an amount that is refunded to your nominated payment source (bank account, credit card) by innoTel.
- 1.3. **Credit**; means an amount that is applied to your account by innoTel.
- 1.4. **Us, Company, innoTel**; means innoTel Pty Ltd (ABN: 48 611 055 433) and its subsidiaries.
- 1.5. **You, Your, Customer**; means the consumer making a claim under the warranty.
- 1.6. **Policy**; refers to this policy, the Refund and Credit Policy published on the innoTel website.
- 1.7. **Warranty**; refers to the warranty for goods provided by Us. Refer to the Warranty Information Statement for further information.
- 1.8. **Equipment**; refers to the equipment or good in relation to the customer
- 1.9. **Service(s)**; refers to the telecommunications service in relation to the customer.

2. Refunds

- 2.1 Where not made explicit in this Policy, the Standard Form of Agreement found on the innoTel website prevails.
- 2.2 InnoTel recommends resolving Refunds through this Policy.
- 2.2.1 Resolving a Refund through the method of Chargeback will result in a Chargeback fee being applied to Your account as per the Schedule of Fees and Charges published on the innoTel website.
- 2.3 Refunds for Equipment;**
 - 2.3.1 If the Equipment that is supplied by innoTel to You is faulty or defective;
 - 2.3.1.1 You must first make a claim under the Warranty before seeking a Refund.
 - 2.3.1.2 If the Equipment claim cannot be resolved under the Warranty, the Refund and Credit policy may prevail.
 - 2.3.2 You do not have the right to claim a Refund or seek to swap the equipment if You;
 - 2.3.2.1 Changed Your mind and no longer want the product;
 - 2.3.2.2 Ordered the wrong product;
 - 2.3.2.3 Found the product cheaper elsewhere;
 - 2.3.2.4 Found a better product elsewhere;
 - 2.3.2.5 Were aware of the relevant fault before buying the product (such as if the fault was written on the product's tag, or for online purchases, indicated in any photos or descriptions of the item online);
 - 2.3.2.6 Damaged the product by misusing it – (e.g. if you dropped your mobile phone in water); and



- 2.3.2.7 Used the product for a long time and the problem is as a result of usual wear and tear, unless covered by the Warranty.
- 2.3.3 To qualify for a refund under this Policy, the Equipment must be returned to Us in its original packaging along with all included accessories and must not be damaged in any way by You during the time in Your possession.
- 2.3.4 You are required to cover the cost of postage or freight to return the item to innoTel.
- 2.3.5 Where You return equipment to Us citing it is faulty or defective and upon further investigation by innoTel or a third-party, including but not limited to the manufacturer of the equipment has found the equipment to be in good working order and fit-for-purpose (No Fault Found), the Equipment will be returned to You at your cost, including any and all postage or freight costs.

2.4 Refunds for Service(s);

- 2.4.1 A Refund for a Service(s) will not be provided where;
 - 2.4.1.1 The estimated date of service commencement has lapsed without an active service being provided to You. innoTel is committed to providing services within a reasonable timeframe and Service commencement dates are an estimate only and are affected by many factors, most of which out of innoTel's control;
 - 2.4.1.2 A Service that is supplied by innoTel to You is, or has become faulty or defective;
 - 2.4.1.3 innoTel take a up-front or pre-payment for services, including connection fees, service fees from You and the final amount upon service activation is lower than the payment amount, a refund will not be provided. This amount will be credited to Your account (see Credits for Services below); and
 - 2.4.1.4 any portions of a Service(s) are not used or unused.
- 2.4.2 A refund for a Service may be provided where;
 - 2.4.2.1 innoTel take a up-front or pre-payment for services, including connection fees, service fees from You and the Service cannot be connected and You have refused a substitute service.
 - 2.4.2.2 You transfer a service to another provider from innoTel and any advance payments, including Monthly Access Fees, relating to the time period after the date of transfer are owing to you.
 - 2.4.2.3 at innoTel's discretion.
- 2.5 Refunds will not be automatically processed. A Refund, if applicable, can be requested in writing by emailing billing@innotel.com.au, lodging a ticket with Billing via the innoTel website or contacting us over the phone on 1300 736 048.

3. Credits

- 3.1 Where not made explicit in this Policy, the Standard Form of Agreement found on the innoTel website prevails.
- 3.2 Credits will be applied to Your account in all cases and will appear on your next invoice from innoTel.

3.3 Credits for Equipment;

- 3.3.1 Credits for Equipment will not be provided.

3.4 Credits for Service(s);

- 3.4.2 A Credit for a Service(s) may be provided where;
 - 3.4.2.1 innoTel seek to remedy a billing error;
 - 3.4.2.2 A Service has not been provided within the Service Level Agreement (where applicable) ;



3.4.2.3 at innoTel's discretion.

3.5 Credits may not be automatically processed. A Credit, if applicable, can be requested in writing by emailing billing@innotel.com.au, lodging a ticket with Billing via the innoTel website or contacting us over the phone on 1300 736 048.