

## Refund Policy of Generation Next

This Refund Policy ("Policy") applies to the following purchases:  
Products ordered via our website generationnext.com.au

### 1. General

- (a) We offer refunds, repairs and replacements in accordance with the Australian Consumer Law and on the terms set out in this Refund Policy ("Policy").
- (b) Any benefits set out in this Policy may apply in addition to consumer's rights under the Australian Consumer Law .
- (c) Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

### 2. Returns Policy

**This policy includes rights you are entitled to under Australian Consumer Law.**

If there is a problem with any of the items received for your order then please contact Generation Next Customer Support as soon as possible.

If you have received an item that is incorrect, damaged or faulty we require notification within 2 business days from the time the delivery was made. Generation Next will require evidence of the issue and may require you to return the item for assessment.

Before returning anything you must contact Generation Next Customer Support to organise a Return Authorisation to return an item to Generation Next. Returns will not be accepted without a Return Authorisation. At its discretion Generation Next may provide means to return an item at no cost to you, or an alternate remedy.

Generation Next is not obligated to accept a return for a change of mind. If we do accept a change of mind return then you must pay return postage and will only be entitled to a shop credit, excluding the cost of shipping, for the approved returned item.

All returns must be packed securely with cardboard or bubble wrap protecting the item, packed to prevent movement inside the package and ensuring the package is firmly enclosed.

Returned items must be received at Generation Next in new and re-saleable condition (except where a damaged item has been accepted for return).

Where an item is returned without a Return Authorisation, or has not been packed securely, or is not in a new or re-saleable condition when it arrives at Generation Next's Distribution Centre, Generation Next is not obligated to provide a refund or shop credit and the item may be returned to you. We will contact you to advise of the return status.

Shop credits and refunds for an approved return will only apply to the item returned and will not cover any return postage costs or your original shipping charge.

Returns and refunds are not possible for the following product types:

- Subscriptions
- Gift Certificates
- eBooks
- Other Digital Content

- Bulk Orders where special pricing and/or product sourcing has been provided with Firm Sale terms

### **3. Changing or cancelling orders**

In the first instance, if you have an issue with your order then please contact Generation Next Customer Support as soon as possible.

Changes to orders, including cancelling because of an error or for a change of mind, are possible only for a limited time before your order begins processing In Stock items, or begins processing at our supplier for all other items.

The cut off to make changes to an order or a cancellation is 4 hours for In Stock items,

Any addition or substitution may cause a change in the shipping time frame for that order so please be aware of the advised shipping time for added or substituted items.

In Stock items are marked with the 'In Stock' symbol on the product's listing on the Generation Next website, whilst other products will advise a shipping time frame allowing for our supplier to fulfil the product to us.

A refund is only possible if changes or cancellations are requested prior to the above advised cut off times. At Generation Next's absolute discretion we may offer a shop credit for a cancellation accepted outside of these terms.

Note that cancellations and refunds are not possible for the following product types:

- Gift Certificates
- eBooks
- Other Digital Content
- Bulk Orders where special pricing and/or product sourcing has been provided with Firm Sale terms

### **4. Products Damaged During Delivery**

- (a) In the event that the product you ordered has been damaged during delivery:
  - a. Please contact us as soon as possible.
  - b. Any damaged product must be returned in the condition in which it was received, together with any packaging and other items which you received with the damaged product.
- (b) We will arrange to repair or collect the damaged product and replace it with an equivalent product, or to refund it, provided that you have contacted us within 7 days from the date of receiving the product.

### **5. Exceptions**

- (a) Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:
  - a. You misused the said product in a way which caused the problem.
  - b. You knew or were made aware of the problem(s) with the product or service before you purchased it.
  - c. You asked for a service to be done in a certain manner, or you asked for alterations to a product, against our advice, or you were unclear about what you wanted.
  - d. Any other exceptions that apply under the Australian Consumer Law.

## **6. Shipping Costs for Returns**

- (a) In the event that a product you have purchased fails to meet one or more Consumer Guarantees under the Australian Consumer Law , we shall bear any cost of shipping the said product (the "Returned Product") back to us, as well as any cost of shipping any replacement product to you.
- (b) If the Returned Product can easily be shipped or returned, then you are responsible for organising for the Returned Product to be returned to us. If the Returned Product is eligible for a repair, replacement or refund under the terms of this Policy (including under the Australian Consumer Law ) then we will reimburse you for the reasonable postage, shipping or transportation costs for the Returned Product.
- (c) If the Returned Product is too large, too heavy, or otherwise too difficult to be removed and returned by you, and is believed to be eligible for a repair, replacement or refund under the terms of this Policy (including under the Australian Consumer Law ), then we will organise for the postage, shipping, transportation or collection of the Returned Product, at our cost.
- (d) In the event that we organise and pay for the inspection, postage, shipping, transportation or collection of a Returned Product, and it turns out not to be eligible for a repair, replacement or refund under the terms of this Policy (including under the Australian Consumer Law ), then you will be required to pay the costs of any inspection, postage, shipping, transportation or collection of the Returned Product.

## **7. Response Time**

- (a) We aim to process any requests for repairs, replacements or refunds within 5 days of receipt.

## **8. How to Return Products**

- (a) You can contact us at the end of this Policy to discuss a return using the information
- (b) Unless otherwise defined in our sole discretion, we shall pay all refunds in the same form as the original purchase or to the same account or credit card used to make the original purchase.
- (c) To be eligible for a refund, repair or replacement, you must provide proof of purchase.
- (d) You may be required to provide a government issued identification to qualify for a refund, repair or replacement.

## **9. Contact Us**

- (a) If you wish to speak to us about this Policy or about any refund, repairs or replacements, please contact us at: [info@generationnext.com.au](mailto:info@generationnext.com.au).