

PHONEMATE.COM.AU - RETURN POLICY & DEVICE CONDITION

Returns

- 1. Eligibility for Returns:**
 - Items must be returned within 30 days of receipt.
 - Items must be unused, in their original packaging, and in the same condition as when received.

Process

- 1. Initiating a Return:**
 - Contact our customer service team at sales@phone-mate.com.au with your order number and reason for return.
 - Our team will provide a return authorization number and instructions for shipping the item back to us.
- 2. Return Shipping:**
 - Customers are responsible for return shipping costs unless the return is due to our error (e.g., wrong or defective item).
 - We recommend using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

Refunds

- 1. Policy:**
 - Your product is faulty and the fault can be confirmed by us upon returning the handset.
 - Free from any physical and liquid damage.
 - Of acceptable quality
 - Is different from the original description or
 - Is different from the sample shown to you.
- 2. Partial Refunds:**
 - Partial refunds may be granted for items not in their original condition, damaged, or missing parts for reasons not due to our error.
- 3. Processing:**
 - Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
 - If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 7 business days.

Exchanges

- We only replace items if they are defective or damaged. If you need to exchange an item for the same item, contact us at sales@phone-mate.com.au.

Important

To ensure your warranty claims at Phonemate are seamless, please read the following conditions:

- In case of product returns following are not covered by warranty, as listed below, and based on our terms and conditions of sale immediately voids the warranty if the products have developed the following attributes while in customers possession:
 - Products with cracked screen or physically damaged
 - Water Damaged
 - Damaged ports including SIM or charging etc.
 - 3rd Party repairs (unauthorized repairs)
 - "Rooting" or Tampering with operating software
- Products returned with Google or iCloud Locks:
 - Apple and Google (Android) have an 'ID' lock (Apple iCloud Lock, Google Account Lock) which unless disabled makes the phone unusable. In the event the phone is returned with an 'ID' lock the phone cannot be repaired or refunded until the 'ID' lock is removed.
- Products returned with an 'ID' lock will not be repaired or refunded until it is removed