

AMS Product Sales - Refunds / Exchange Policy

Definitions

For the purpose of this policy the following definitions shall apply.

- **AMS** – Aerodrome Management Services Pty Ltd
- **You / Your** – You, being the purchaser of the goods

Refunds

At your request, AMS will offer a refund on your purchase where the product is defective, not as advertised or in any other way not suitable for use.

We do not (generally) offer refunds when you have:

- changed your mind
- accidentally ordered the wrong product
- found the product at a cheaper price from elsewhere
- damaged the product through misuse
- subjected the product to ongoing working conditions and it has been exposed to wear and tear

To return an item purchased online for a refund, please e-mail us via admin@amsaustralia.com with your name and the details of the item(s) you will be returning. Please provide information about why the product is being returned.

We will provide you with the details of how to return the product to AMS.

If there is an out of pocket expense associated with the shipment of the equipment back to the AMS premises, please keep hold of your shipment receipt so that we may reimburse you for your expenses. AMS must be agreeable to the method of shipment being used to return the product to our premises.

Please note that we will only provide reimbursement for shipment costs if we determine that the product is indeed defective or otherwise not suitable for use.

When returning goods please use a reliable method of postage and ensure the goods are appropriately packaged as AMS is not responsible for products that go missing or become damaged in transit.

If you purchased your goods via a credit card the refund will be credited to the credit card you used to purchase the goods within 1-5 working days of receiving them at our premises.

If you purchased your goods via an account, we will refund your payment via an electronic funds transfer within 1 - 5 days of receiving them at our premises. You must immediately provide us with

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the banking details of the organisation to which the refund is required. If we do not have your banking details we cannot return your funds promptly.

If AMS choose to provide you with a refund (but is not obliged to according to this policy), we will issue a credit note which may be utilised for the purchase of other goods or services that we provide.

A refund will not be processed if the goods returned do not conform with our refunds policy and a return shipping fee charged.

Exchanges

At your request, AMS will exchange your product where the product is defective, not as advertised or in any other way not suitable for use.

We do not (generally) offer exchange when you have:

- changed your mind
- accidentally ordered the wrong product
- found the product at a cheaper price from elsewhere
- damaged the product through misuse
- subjected the product to ongoing working conditions and it has been exposed to wear and tear

Please contact us via email at admin@amsaustralia.com and provide us with the details of your item, the nature of the exchange request and the details of the desired product.

To return an item purchased online for an exchange, please e-mail admin@amsaustralia.com with your name and the details of the item(s) you will be returning. Please provide information about why the product is being exchanged.

We will provide you with the details of how to return the product to AMS.

If there is an out of pocket expense associated with the shipment of the equipment back to the AMS premises, please keep hold of your shipment receipt so that we may reimburse you for your expenses. AMS must be agreeable to the method of shipment being used to return the product to our premises.

Please note that we will only provide reimbursement for shipment costs if we determine that the product is indeed defective or otherwise not suitable for use.

When returning goods please use a reliable method of postage and ensure the goods are appropriately packaged as AMS is not responsible for products that go missing or become damaged in transit.

Exchanged items will only be dispatched on receipt of your parcel. If you require your item urgently to avoid time delays we suggest you place a new order and request a refund for your initial order.

Faulty goods

You may return faulty items purchased on-line for a refund or exchange within three months of purchase with proof of purchase – receipt or credit card statement.

If you intend to return a faulty item, please notify admin@amsaustralia.com for advice before returning the item.

Goods received will be inspected for manufacturing faults.

Please note that items deemed subject to fair wear and tear will not be accepted as faulty. The customer will be notified and the goods returned to them at their own expense.

AMS recognise that it is an inconvenience to be without your product whilst the product is repaired. We will discuss like for like replacement on a product, especially where the repair timeframes are extended.

For warranty items, please refer to the warranty terms and conditions of the manufacturer which is generally available in the product shipment, on their website or upon request by contacting admin@amsaustralia.com.

Goods received in error

If the goods you receive are not what you ordered please notify admin@amsaustralia.com as soon as possible so we can put things right. We will provide you with details about how to return your item(s) to us.

Please retain any receipts associated with the shipment of products back to the AMS premises as we will need to reimburse you for the shipment costs. We can either dispatch the appropriate item to you promptly or you can cancel your order in which case please refer to the refunds section.

Customer complaints and feedback

At AMS we continually strive to improve the service we offer our customers. If you are unhappy with any aspect of our service or product we want to know about it. Please contact us at admin@amsaustralia.com with your concerns and we will get back to you promptly.