

iWorld Australia - RMA Terms & Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS :

1. All returns must be accompanied with an RMA#, to be issued prior to the return.
2. If the RA number can not be identified, or if the Product does not match the RA details provided by the customer, iWorld Australia will reject the returned product at the iWorld Australia RA dock and return it to the Customer at the Customer's expense.
3. RMA's will not be valid if not returned within 14 days from the submission of the RMA form.
4. Non defective returns will incur a 20% restocking fee.
5. All products returned for credit must be in original packaging and sellable condition. If not this will be rejected and returned back to the sender at the senders expense.
6. iWorld Australia will not accept the responsibility for any damage or loss incurred on the freight of returned products.
7. For all returned products, customer must maintain a copy of the proof of delivery or consignment information to confirm delivery in case of future queries.
8. Any physical damage incurred on the faulty product due to misuse of the product will void the warranty and is the Customer's responsibility.
9. All products must be returned with all original accessories.
10. A credit will not be issued until the goods have been returned and inspected in full.
11. The trade price of missing accessories will be deducted from your credit amount.

Warranty & Returns

Warranty Statement:

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Where a failure does not amount to a major failure, we are entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure by us to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (e.g. from your doctor), depending on the loss or damage.
2. In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, the manufacturer warrants this product to be free from defects in materials or workmanship for a period as stated on the packaging from the date of purchase.
3. In order to claim under this warranty, you will need to bring or send the product back to the place of purchase, along with proof of purchase (typically this will be a receipt). Any cost incurred by

you in bringing the product to the service desk will be borne by you. We will then, at our option, either repair or replace the product, or refund your money and take back the product. 4. Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by defective workmanship or materials, and was not caused by or substantially contributed to by other factors, or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, alteration or modification of the product in any manner not recommended by the manufacturer or any neglect, misuse or excessive use.

4. The benefits conferred by this manufacturer's warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010 (Commonwealth), and any other statutory rights to which you may already be entitled, and this warranty does not exclude, restrict or modify any such rights or remedies that are implied by law.
5. This warranty is provided by iWorld Australia 03 9532 5052 or support@iworldaustralia.com.au

Your claim will then be reviewed and an Authorisation Number will be issued and emailed to you once approved.

Any unauthorised returns will be rejected and returned to sender

Please ensure you read and understand the warranty conditions prior to sending the goods back.