

## **RMITV Returns Policy**

All refund rights under both State and Commonwealth law apply.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to have the goods replaced if the goods fail to be of acceptable quality.

### **When you change your mind**

- At RMITV you have 60 days to return your items (some exclusions apply) for a full refund or exchange, as long as it is returned in a saleable condition with original proof of purchase. The refund will be provided using your original payment method.
- For the item to be considered to be in a saleable condition, it must be unworn and unused.
- Change of mind returns cannot be refunded for rented equipment.

### **Proof of Purchase**

Returns, refunds, exchanges or repair requests must be accompanied by any one of the following proof of purchase documents:

- Online Tax Invoice
- Financial statements such as a bank statement, credit card statement (however, when the proof of purchase does not clearly itemise the goods, more than one type of proof of purchase may be required).

When returning a product, you will be asked for information that is relevant to your return, or to satisfy legislative requirements. If you do not provide this information, then we may be unable to process your return.

When returning a product, if you do not have adequate proof of purchase, you will be asked for suitable identification containing your full name and expiration date, so that your name can be verified. The identification information you provide may be accessed by authorised RMITV team members and authorised third parties for the purpose of fraud investigations and fraud protection activities. Information collected will be securely stored for a reasonable period of time and may be used for the purposes of research and analysis, and may be disclosed to Government departments upon request, where required or authorised by law.

RMITV reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in an exchange or refund being refused.

Refunds will only be issued using your original payment method (includes the same card or device as purchase). However, if the original payment method cannot be verified due to a card being replaced, then you will be asked for proof of identity. The acceptable forms of proof of identity are:

- Australian Driver's Licence
- Australian Citizenship Certificate
- Passport
- Australian document of identity
- Medicare card

### **Privacy**

You will be asked for information that is relevant to your return or to satisfy legislative requirements. If you do not provide this information, then we may be unable to process your return. When returning merchandise with proof of purchase, you will be asked for your signature as authorisation of the return transaction. If RMITV agrees to a return without adequate proof of purchase, you will be asked to provide identification containing your full name. RMITV will record your name and form of identification provided, which may be accessed by authorised RMITV team members for fraud protection activities.

### **How to return a product ordered online and via Click and Collect**

Products ordered online via the RMITV online store may be returned via postage to RMITV's Post Office Box or by bringing the goods to the RMITV office. In the case of a change of mind return, you will be required to cover any postage costs incurred by returning the item.