

## **Shipping/Returns Policy**

Austoner will endeavor to use the most reliable and fastest delivery method where possible. All orders will be shipped using one of the following methods:

Air Freight (where applicable) AAE or TOLL  
Courier Services – Fastway, Direct Freight, Toll, Couriers Please  
Australia Post – eParcel

### **Bulk Order Deliveries:**

Startrack, Toll Road, Direct Freight (Depending on State)

### **Costs**

Free delivery on purchases over \$60. If your order is under \$60, a standard shipping fee of \$9.90 will be applied. Free Delivery does not apply to bulky items e.g. printers.

There may be an additional charge for orders in NT and some Regional Areas. Please notify us before completing your order.

### **Same-Day Dispatch**

All orders placed before 2pm AEST (excluding weekends and public holidays) are dispatched the same day. Orders placed after 2pm AEST will be dispatched the next business day. If for any reason items are out of stock we will contact you directly via phone or email.

### **Delivery Times**

As a general guideline, deliveries to major towns/cities will take 1 to 2 business days, whilst it could take up to 3-5 business days for more remote areas.

### **Backorders**

Whilst we try to have all stock available for immediate delivery, for any reason if stock is unavailable or we are unable to dispatch your order in the normal time schedule, we will notify you within 24hrs.

### **Notes**

- Address details that are incorrect or insufficiently supplied will incur a \$9.90 redelivery fee.
- Austoner accepts no responsibility for missing / lost goods where the recipient has an Authority to Leave (ATL) agreement / Barcode Signature setup with the delivering transport company and the goods are shown to have been delivered.
- We deliver within Australia Only. Overseas orders are not accepted.
- Any delivery which is found to be damaged or not what was ordered the recipient is to notify Austoner within 24hrs of receipt date. The return of goods is as per Austoner Return Policy.

### **Return Policy**

To return a product, please contact us to obtain a Return Authorisation (RA) number. We will not accept returned goods without an RA number, which is valid for 14 days from the issue date. When sending goods back to us, the RA number is to be clearly marked on the returned goods packaging. Please make sure you use an outer packaging as to not damage original retail packaging.

Incorrectly ordered or unwanted goods:

- It is up to the recipient to check goods on receipt against those ordered, any discrepancies the recipient must notify Austoner immediately.
- We do not give credits or refunds for incorrectly ordered or unwanted goods, where the item(s) purchased is/are over 10 days old from the invoice date.
- Returned goods must be in the original packaging, unopened, undamaged and free of any shipping labels or marks, otherwise credit will be refused. We recommend using different external packaging for shipping to ensure goods returned are in good condition.
- All incorrectly ordered goods including unwanted goods returned to Austoner will incur a 20% restocking fee.
- For all returned goods, it is your responsibility to pay the freight charges and insurance associated with the cartridge and to ensure you have proof of shipping for goods returned to us. Goods that are shipped with 'receiver to pay' will be rejected by us, leaving the courier responsible for appropriate disposal of the returned items.

Faulty goods:

- There are many occasions where toners and ink cartridges which are returned are found not to be faulty. Please ensure you have performed your printer recommended installation and printer head cleaning and/or alignment procedures before returning any goods to us.
- Austoner does not offer credit or refunds for returns where the goods are over 60 days old from the invoice date.
- There is a manufacturers' prerequisite that laser or copier returns must have a printed status report showing page count for your printer using the cartridge in question returned with the faulty cartridge. There will be no exceptions as we are unable to obtain credits without these.
- Faulty cartridges have to be over a minimum capacity (normally at least 75% full) or we cannot accept them for return.
- If the product has been refilled or tampered with in any way, a credit will be refused.
- All cartridges must be sealed and secured to ensure they do not leak or get lost in transit.
- The warranty is limited to the cost of the goods only, as stated on your invoice, and is the amount you actually paid us for the goods. There are no implied warranties beyond what is stated here.
- Once we have received the cartridge(s), we will then evaluate it/them and contact you to advise you of the result. This could take up to 30 days for Genuine Cartridges and 7 days for Compatible Cartridges.
- It is your responsibility to pay the freight charges and insurance associated with the cartridge return and to ensure you have a proof of shipping for goods returned to us. Goods that are shipped with 'receiver to pay' will be rejected by us, leaving the courier responsible for their disposal.

**Note:** The shipping fee is NOT refundable.