

REFUND AND RETURNS POLICY

On receipt of your goods, please inspect the parts and internal packaging carefully for signs that the items may have been damaged during shipment. If you suspect this may be the case, please email us at sales@soledigital.com.au within 48 hours of receiving your goods and include photographs showing the suspected damage.

If you are otherwise unhappy or uncertain about your purchase, please email us as soon as possible so that we can resolve any issues or concerns you may be having about your purchase.

Irrespective, CASWA offers a 30 day no-questions-asked, money-back guarantee (subject to a 10% restocking fee) on all goods purchased via the Sole Digital and CASWA websites, provided that the goods have not been used, dropped or broken after unpacking, otherwise damaged after delivery or altered in any way. All products must be returned in their original condition, with all accompanying components and in their original boxed packaging. This 30-day period commences from the day you receive the goods.

Unless the goods are to be returned or replaced under warrantee (please refer to our Warrantee Policy Document for guidance), all postage and insurance costs associated are to be paid by the buyer. We recommend that you return the product via courier and that you pre-pay all postage. Returns should clearly state that they are being returned to the Australian manufacturer, otherwise you may be charged customs and duties charges on the return. The buyer assumes any risk of lost, theft or damaged goods during return transit and therefore we advise you take out shipment registration or insurance with your postal carrier. CASWA will not be responsible or parcels lost or damaged in transit if you choose not to insure.

If you are returning goods, please email us at sales@soledigital.com.au prior to, or at the time of shipment, so that we can expect the goods.

This 30 day money back guarantee is separate to the 12 month warrantee offered on our products (please refer to our Warrantee Policy Document for details) and does not reduce or replace any rights offered by local Consumer Protection Laws.

This document was last edited on 28 July 2016.