

## Repair, exchange and refunds policy

For products you buy from Fleet Complete we endeavor to ensure that they are fit for purpose, safe, durable and free from faults. Products are covered under a manufacturer's warranty.

If a product doesn't meet the statement above we will work with you to provide a solution. Where a product is faulty, including a fault that would make the product unsafe or substantially unfit for purpose (either the purpose for which the products are commonly used or a specified purpose which was disclosed to the customer prior to purchase, you can choose whether to have it repaired or replaced, or to receive a refund.

If your product fault can be repaired or the product replaced within a reasonable time we will do so. Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.

Please choose carefully. We don't refund or exchange for change of mind (unless a statutory cooling-off period applies).

If there's a problem with your product you may be entitled to an exchange, refund or repair if the product:

- (i) is faulty or doesn't do what it is supposed to;
- (ii) is not of acceptable quality or fit for purpose;
- (iii) has been wrongly described or is different from a sample or demonstration model that was shown to you;
- or
- (iv) does not comply with any express warranty provided by us.

If there's a problem with our services. You may be entitled to a refund if the service doesn't fulfil a particular purpose or achieve a result that you originally told us you needed it for, and it was reasonable for you to rely on our judgement at the time.

The type of resolution that's available to you will depend on a number of factors, including whether the failure of the good or service is major or minor, and how long it takes you to return the product to us.

If you can't return the product because they are lost, destroyed or you got rid of them, we might not be able to help with a repair, exchange or refund. You should also be aware that the time period to let us know about a complaint may vary from product to product.

**Assessment of Product:** Depending on the circumstances, we may need to send products that are returned as faulty to a Service Centre or a third party for assessment and verification before we can decide on the best resolution. We'll do our best to have this assessment completed in a reasonable amount of time.

**Assessment of services:** If you have an issue with the services we provide, we may do some troubleshooting first to test the product you are using with the services and check whether there are planned upgrades to your services coming soon.

If you wish to talk to us about your device or service, you can call our Helpdesk on 1300 653 396.