



M-elec Pty Ltd is proud of our products and guarantees their quality and design. We have outlined our policies and product claim process below.

Please also read our warranty/disclaimer for further information

Return Policy

If a customer receives a defective product, M-elec Pty Ltd will replace the same item at no cost to the customer. Customers are required to notify M-elec Pty Ltd of any defect within 14 days of receipt to be eligible for the free replacement.

For non-defective merchandise:

- An order can be returned if it does NOT have any "No Returns" conditions (specified below), and **customer notifies M-elec Pty Ltd within 14 days of receipt of the merchandise.**
- Customer must notify M-elec Pty Ltd to request for a Return Goods Authorisation number (RGA #).
- After the RGA number is issued, the customer has another 14 DAYS to ship out the item.

The amount of refund will be the original price (not including any discount/offers) less 15% restocking fee. Shipping and handling fee is non-refundable. This fee helps pay for the shipping cost that M-elec incurred in shipping the merchandise to the customer, as well as the restocking fee that our suppliers charge M-elec Pty Ltd for the return.

The restocking fee will be calculated based on the original price of the returned item(s).

All items must be in its original box, and is in resalable condition. Customer is responsible for shipping the merchandise back to M-elec Pty Ltd.

Item exchanges are treated as a return and placement of a new order; the exchanged item(s) will be subjected to the 15% restocking fee.

No returns will be accepted for the following conditions:

- Returning items without a RGA number
- Item has been **used or modified**
- Manufacturer customised items
- Clearance items
- **Failing to return merchandise within 14 days after RGA# is assigned**

We would like to state that M-elec Pty Ltd does not make money on customer returns. Our suppliers charge us restocking fee for returns and there are shipping charges that M-elec Pty Ltd incurs. The 15% restocking fee covers only *part of* the cost that we incur.

Return Procedure

1. Customer must obtain an RGA (Return Goods Authorisation) from M-elec Pty Ltd before an item can be returned. Please email us to request RGA # and provide a clear explanation for such a request. An RGA will be issued within 1-2 working days.
 - If an item has been returned without an RGA# or M-elec Pty Ltd approval, we may refuse to accept the return or charge a **30% restocking fee** at M-elec Pty Ltd discretion.
 - If an item is returned with missing parts, M-elec Pty Ltd reserves the right to charge you for parts not returned or missing.
2. After receiving the RGA#, the customer will have **another 14 days** to return the product to M-elec Pty Ltd. After 14 days, the Return Authorisation will expire and no replacements or refunds will be given.
3. Please label the RGA# on all the returning boxes. Customer is responsible for the cost of returning the merchandise to M-elec Pty Ltd.
 - Please note that if you returned the items without insurance coverage and the items are damaged during the return shipping, M-elec Pty Ltd reserve the right to charge you for the broken parts/items. It is then your responsibility to file an insurance claim with the carrier.
 - Once you have shipped out the return merchandise, please email us. This will help us track the return merchandise so that you can be credited promptly.
 - All credit will be placed on the customer's account.

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