

**SHIPPING & RETURNS POLICY**  
**QBR TRADING ABN 89 581547490**

*Unless otherwise specified, all purchases from us are subject to this Shipping & Returns Policy ("Policy").*

**SECTION 1 - A TOP PRIORITY FOR US IS CUSTOMER SATISFACTION.**

Customer satisfaction is our first goal at QBR TRADING.

We provide refunds, repairs, and replacements in compliance with this Policy's terms and the Australian Consumer Law.

In addition to the rights granted to consumers under the Australian Consumer Law, any benefits outlined in this Policy may also be applicable.

Before making a purchase, please read this Policy so that you are aware of your rights and what to anticipate from us in the event that you are dissatisfied with your purchase.

**SECTION 2 - AUSTRALIAN CONSUMER LAW**

i. Under the *Australian Consumer Law*:

*Under Australian Consumer Law, we offer guarantees on all of our products and services. You are entitled to the following for significant service failures:*

- a. to end your service agreement with us;*
- b. to recompense for its diminished worth or a refund for the unused amount.*

- ii. We offer Australian Consumer Law-compliant refunds, repairs, and replacements.
- iii. Consumers are protected when they purchase goods and services thanks to a set of consumer guarantees provided by the Australian Consumer Law.
- iv. If the Australian Consumer Law is in effect, we are unable to circumvent the Consumer Guarantees it offers. The Australian Consumer Law will take precedence if there is a conflict between this Policy and it.
- v. The Australian Competition and Consumer Commission's website has more information about the Australian Consumer Law and these Consumer Guarantees.
- vi. You may be eligible for a replacement or refund if a product or service you bought from us suffers from a major failure (as defined by the Australian Consumer Law). Additionally, you might be entitled to compensation for any loss or harm that was reasonably foreseeable to occur as a result of that catastrophic failure.
- vii. You may still be eligible to have a product fixed or replaced if it suffers a problem that does not qualify as a serious failure (as that term is defined in the Australian Consumer Law).

**SECTION 3 - CHANGE OF MIND**

If you just change your mind or discover the identical product or service cheaper elsewhere, we are unable to issue a refund.

## SECTION 4 - DAMAGED GOODS DURING DELIVERY

Should a product you ordered be damaged while being delivered:

- i. Get in touch with us as soon as you can.
- ii. Any product that is damaged must be returned in the same state that it was in when you received it, together with any packaging and additional goods that came with the damaged product.
- iii. If you notify us within the following window of time from the day you got the product, we will arrange to fix the damaged product, retrieve it and replace it with an equivalent product, or provide a refund. 2 days

## SECTION 5 - EXCEPTIONS

Despite the other clauses of this policy, we have the right to decline to offer a repair, replacement, or refund for a good or service you paid for if:

- i. The issue was created by the way you used the aforementioned product improperly.
- ii. Before purchasing the good or service, you were informed of the issue(s) with it.
- iii. You asked against our recommendations for a service to be performed a certain way, for a product to be altered, or because you weren't sure what you wanted.
- iv. All other exceptions are subject to the Australian Consumer Law.

## SECTION 6 - SHIPPING COSTS FOR RETURNS

- i. Unexpected events sometimes alter shipping times, and certain packages may experience delivery delays. If this happens, we will get in touch with you to alert you to the potential delivery delay. However, if parcels need redirection or anything else, we will work with postal services to make the appropriate changes. Once the package has been delivered, it is no longer in our possession, and we have no influence over delivery. Please get in touch with us and include your order number if the delivery window has passed and you have not yet received your product. This will help us find your cargo.
- ii. If you want to see your delivery options, visit our webpage [qbrtrade.com.au](http://qbrtrade.com.au) before you place your order. The estimated date and time window for delivery of the Products is set out in the Confirmation. If something happens which:

(1) is outside of our control; and

(2) affects the estimated date of delivery:

we will let you have a revised estimated date for delivery of the Products.

- i. Delivery of the Products will take place when we deliver them to the address that you gave to us. We may be unable to deliver the Products if we are unable to properly identify you. Please be prepared to provide a form of ID (passport or driving licence) on delivery of Products.
- ii. Unless you and we agree otherwise, if we cannot deliver your Products within 30 days, we will:

(1) let you know:

(2) cancel your order: and

(3) give you a refund.

- iii. If nobody is available to take delivery, please contact us using the email address below.
- iv. You are responsible for the Products when delivery has taken place. In other words, the risk in the Products passes to you when you take possession of the Products.

- v. We may deliver your Products in instalments. To check if your Products may be delivered in this way, click on the check the delivery details during the online checkout process.
  - vi. Between Monday and Sunday, excluding holidays, our products are dispatched 3 to 5 days after being purchased.
  - vii. **Standard:** Delivery Times (Estimated **5 - 15 Days**)
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- a. In the event that a product you purchased does not satisfy one or more Consumer Guarantees under the Australian Consumer Law, we will pay for the shipping expenses of both the returned goods (the "Returned Product") and any replacement product that needs to be shipped to you.
  - b. You are in charge of setting up the return of the Returned Product to us if it can be sent or picked up without too much trouble. We will pay you for the reasonable postage, shipping, or transportation costs you incurred for the returned product if it qualifies for a repair, replacement, or refund in accordance with the terms of this Policy (including the Australian Consumer Law).
  - c. In the event that the returned item is too big, too heavy, or otherwise difficult for you to remove and return, and is deemed to be eligible for a repair, replacement, or refund under the terms of this policy (including under the Australian Consumer Law), we will arrange for the postage, shipping, transportation, or collection of the returned item at our expense.
  - d. If we arrange and pay for the inspection, postage, shipping, transportation, or collection of a Returned Product and it turns out that it is not entitled to a repair, replacement, or refund in accordance with the terms of this Policy (including under the Australian Consumer Law), you will be responsible for covering the costs of any such inspection, postage, shipping, transportation, or collection.

## **SECTION 7 - RESPONSE TIMES**

Within 30 days of receiving a request, we strive to handle any requests for repairs, replacements, or refunds.

## **SECTION 8 – PRODUCT RETURNS**

- i. The information at the conclusion of this Policy can be used to get in touch with us to talk about a return.
- ii. Unless we decide differently at our sole discretion, we will reimburse any refunds in the same manner as the original transaction or to the same account or credit card that was used to make the original purchase.
- iii. In order to be eligible for a refund, repair, or replacement, you must present evidence of purchase.
- iv. In order to be qualified for a refund, repair, or replacement, you might need to show a government-issued identity document.

## **SECTION 9 - CONTACT US**

If you wish to speak to us about this Policy or about any refund, repairs or replacements, you may contact us at: [q.beambrx@gmail.com](mailto:q.beambrx@gmail.com)