

RETURNS & REFUNDS POLICY



Purpose

The following policy outlines MindMe Pty Ltd (MindMe) product Return & Refund Policy.

Returns

All returns must be received by MindMe within **30** calendar days from date of purchase.

To be eligible for a return, the item must be in original packaging in the same condition as received.

Refunds

Upon receipt of returned item, MindMe will inspect the condition of the item and advise the customer of the status of the refund.

If return is approved, MindMe will initiate a refund to a customer nominated bank account, within 10 business days depending on banking provider.

Note: A full product refund will be applied minus MindMe's product setup cost of \$85.00 per unit + postage.

Shipping

MindMe will not be responsible for paying return shipping costs.

Further information

For further information please contact MindMe via phone 1300 776 907 or email info@mindme.com.au.