

RETURN POLICY

To take advantage of our return policy you must inform us of your intention to return the product within 30 days from the connection date of your service. After informing us of your intention to return the product, we will require the posted product to reach us within 14 days from your return request date.

You must safely package and return the modem, making sure you have a clear reference so we can identify who the package is from.

Ensure the Hardware is undamaged and in its original and undamaged packaging with all associated cables and power adaptors. For a refund to be processed.

We require every component to be returned. Any damage to the router, its components, or the original packaging may result in your refund request being rejected.

We cannot accept liability for any loss or damage that may occur in transit of the postal system, so we recommend returning the package using either Express Post or Registered Post as this will provide you with a tracking number and allow you to confirm the return of your parcel once it is received by us.

Please send any returns to **AQUA Mobile PO BOX 260 Epping VIC 3076**

Once we have received your package and inspected the individual components for damage, we will issue a refund to the credit/debit card used for the purchase of your modem and cancel any contract you within 7 days

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