

MARSHALL

2023

**RETURNS &
REFUNDS
POLICY**

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RETURNS AND REFUNDS POLICY

FAULTY ITEMS AND AUSTRALIAN CONSUMER LAW

If an item purchased from ZECO Australian Energy Solutions Pty Ltd (ZECO or Marshall) is faulty, any related return and refund rights we offer you will apply in addition to, and do not limit, other rights and remedies you may have under law, including under the Australian Consumer Law.

If you identify a faulty item:

- within the relevant return window (7 days from receipt of delivery) for that item, you can return the item to us via Australia Post. Please contact us for more information.
- outside the return window for that item please contact us as you may still be entitled to a refund, replacement (where available) or repair.

Where possible, please notify us of faulty items by contacting us within 7 days from receipt of delivery.

Faulty items do not have to be returned in their original packaging, but must be packaged appropriately to avoid damage during the return shipping process.

Factors such as age, price, the item's condition and the disclosures made about the item may be relevant to your return and refund rights under the Australian Consumer Law. The Australian Consumer Law also applies to used and refurbished items.

CUSTOMER DAMAGE

ZECO or Marshall is not required to accept any returned item that, as a result of customer negligence, misuse or tampering is, damaged, missing parts or in unsellable condition.

MARSHALL BLACKBOX DEVICES

ZECO or Marshall will provide you with a replacement or a full refund of the purchase price of a Marshall Blackbox Device if the equipment:

- didn't start when it arrived; or

- arrived in damaged condition, and you return the item to us within 7 days from receipt of delivery.

ZECO or Marshall may test items that are returned because they did not start when they arrived and this may result in the customer being charged a testing fee equal to 15 per cent of the item purchase price if the customer misrepresents the condition of the item.

For returns of faulty Marshall Blackbox devices after 7 days from receipt of delivery, please contact us as you may still be entitled to a remedy.

SHIPPING

If you are returning a faulty item after the Free Returns window or the item is not eligible for a Free Return, please contact us.

MARSHALL

datamarshall.au

03 4422 4455

support@datamarshall.au

ZECO Energy

6C/148 Chesterville Road,
Moorabbin
VIC Australia 3189

A.B.N 16 111 222 456