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#### Your Satisfaction Guarantee

If you are in any way dissatisfied with the products you have received, we will happily organise a refund or an exchange for you, so long as the accounts are cancelled or products are returned to us in a saleable condition within 30 days and proof of sale information is provided.

Please read the following policies regarding returns and exchanges.

#### Product Returns

If you want to return a physical product (such as training manuals and documentation) to us for refund or exchange, you can

do so through Australia Post with postage prepaid. \*Please refer to our Refunds and Exchanges policies below.

To return goods to Lumis, simply place the returning item in an envelope, satchel or box suitable for mail or courier transport. For all returns or general enquiries, please address all mail to:

Lumis Multimedia - PO Box 583, Hillarys WA 6923

\*For Webhosting account changes, please refer to our Web Hosting Terms and Conditions.

#### Refunds Policy

Lumis will organize a refund if any of our products or services provided does not match the product description or is not fit for the purpose for which it was purchased. Please contact Lumis, who will process an appropriate refund. We will either credit your credit card, credit your Pay Pal account, or provide a refund cheque (only if original payment was made by cheque).

The amount refunded will depend on the reason for the return.

If you have received:

- a product not working or the wrong product, we will be happy to refund both the product and supply costs
- a product that you no longer wish to purchase, only the product cost can be refunded.

\*For Web Hosting account changes, please refer to our Web Hosting Terms and Conditions.

## Exchanges

To exchange and account or product, please contact Lumis Multimedia with your new requirements. If there is a difference in the price of the products involved in the exchange, you may be liable for any extra charges incurred. Any account changes will not occur until the next calendar month.

## Postage and Delivery

Our \$5.00 CD and \$10.00 Document postage fee applies to all physical goods orders within Australia, up to 500 gms. regardless of number of items ordered. All deliveries are by Australia Post.

For Urgent Deliveries depending on the shipping address, we offer 'Express Post', 'Courier Service' or 'Air Express satchel' delivery options. Simply phone us and we can give you a delivery time and cost over the phone.