

## RETURNS, REFUNDS AND EXCHANGES POLICY

Last updated: 26/10/2026

Store name: Current Tech Pty Ltd trading as Current Tech Automotive

Website: [www.currenttech.com.au](http://www.currenttech.com.au)

Email: [admin@currenttech.com.au](mailto:admin@currenttech.com.au)

Business address: 10/95 Kelvin Rd Maddington W.A. 6109

### 1. Our Returns Policy

At Current Tech Automotive, we want you to be satisfied with your purchase. This policy explains how we handle returns, refunds, replacements and repairs for electronics, gadgets and accessories purchased through our online store.

We assess return requests according to the circumstances of each case and our obligations under the Australian Consumer Law (ACL).

Your consumer rights are protected by law. Nothing in this policy excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law or other applicable legislation.

### 2. Faulty, Damaged or Incorrect Products

If your product arrives damaged, is faulty, is not as described, is unsafe or otherwise fails to meet an applicable consumer guarantee, please contact us as soon as reasonably practicable.

Please email [admin@currenttech.com.au](mailto:admin@currenttech.com.au) with:

Your order number or proof of purchase.

The name of the product.

A description of the problem.

Photographs or videos showing the issue, if reasonably helpful.

We will assess the issue and explain the available options.

Depending on the nature and seriousness of the problem, you may be entitled to a repair, replacement, refund or other remedy under Australian Consumer Law.

For a major failure, you may be entitled to choose between a refund and a replacement, or another remedy available under the law. For a minor failure, we may be entitled to offer a free repair in the first instance.

We will not require you to pursue a manufacturer's warranty before contacting us about your consumer rights.

### 3. Change-of-Mind Returns

We understand that you may occasionally change your mind after purchasing a product. As a general policy, we assess change-of-mind return requests on a case-by-case basis. We are not generally required to accept a return solely because you no longer want the product, ordered the wrong item or found it cheaper elsewhere.

If we agree to a change-of-mind return, we may consider the following factors:

Whether the product is unused and in resalable condition.

Whether all accessories, cables, manuals and included components are present.

Whether the product has been damaged, modified or activated.

Whether the product's packaging and security seals remain intact, where relevant.

The time elapsed since purchase and delivery.

Any conditions for an approved change-of-mind return will be communicated to you before the return is finalised.

Where permitted by law, you may be responsible for return postage for an approved change-of-mind return.

This section does not affect your rights if a product is faulty, unsafe, misdescribed or otherwise fails to meet a consumer guarantee.

### 4. Electronics and Special Product Considerations

For electronics and gadgets, we may consider the following when assessing a change-of-mind return:

**Opened packaging:** Opening a box does not automatically remove your statutory rights. For change-of-mind requests, we may consider the product's condition and whether it can be resold.

**Used or activated products:** We may decline a change-of-mind return where a product has been used, activated, registered or modified, subject to applicable law.

**Accessories and bundles:** Missing cables, chargers, accessories or bundled items may affect eligibility for a voluntary change-of-mind return.

Software and digital activation: Products involving activated software, licences or digital codes may be subject to additional change-of-mind restrictions where lawful.

Hygiene and sealed products: Certain products may not be eligible for change-of-mind returns once unsealed, where permitted by law.

These considerations do not override your legal rights concerning defective products, misleading descriptions, safety issues or other failures to meet consumer guarantees.

## 5. Products Damaged After Delivery

If a product is damaged after delivery because of misuse, accidental damage, unauthorised modification or failure to follow the manufacturer's instructions, you may not be entitled to a remedy under consumer guarantees for that damage.

We may ask for information to help determine the cause of the problem.

If an assessment indicates that the product does not have a fault covered by consumer guarantees, we will explain our findings and any proposed inspection, collection or return costs before proceeding where required by law.

## 6. Incorrect or Missing Items

If you receive the wrong product or an order arrives with missing items, please contact [admin@currenttech.com.au](mailto:admin@currenttech.com.au).

Include your order number and details of the item received or missing.

We will investigate and arrange an appropriate resolution, such as supplying the missing item, correcting the order or providing another remedy where required.

## 7. Return Authorisation and Procedure

Please contact us before sending a product back so that we can provide the correct return instructions.

Step 1: Email [admin@currenttech.com.au](mailto:admin@currenttech.com.au) with your order number and reason for the return.

Step 2: Wait for our response and any return instructions or reference number.

Step 3: Package the product securely and follow the instructions provided.

Step 4: Keep your proof of postage or collection and any relevant tracking information.

Please do not send products to an address that has not been confirmed by us.

We may ask for reasonable information to assess a claim, but we will not impose return requirements that unlawfully restrict your consumer rights.

## 8. Return Shipping Costs

For approved change-of-mind returns, the customer is generally responsible for return postage unless we agree otherwise.

For products that fail to meet a consumer guarantee, we will meet our legal obligations regarding reasonable return costs.

If a product is large, heavy or difficult to transport, we will make appropriate arrangements in accordance with applicable law. Where we are legally responsible for return costs, we will not require you to bear those costs.

Please retain receipts for reasonable return expenses so that eligible costs can be reimbursed.

## 9. Refunds

Where a refund is approved or required by law, we will generally issue it to the original payment method unless another arrangement is agreed or required.

Refunds will be processed within [insert processing timeframe] after the applicable entitlement has been confirmed and any necessary return process has been completed.

Your bank or payment provider may take additional time to make the funds available.

Refunds required under consumer law will not be replaced with store credit or a gift card without your agreement where the law requires a monetary refund.

We will not impose restocking fees or deductions that would unlawfully reduce a refund.

## 10. Replacements and Repairs

Where appropriate, we may arrange a repair or replacement in accordance with Australian Consumer Law.

If a product has a major failure, we will respect the remedies available to you under the law, including your right to choose a refund or replacement where applicable.

Any replacement will be of the same type, subject to the requirements of applicable law and the circumstances of the remedy.

If a product containing stored personal data needs repair, we may provide relevant repair notices where required by law.

Before sending an electronic device for repair, we recommend backing up your data and removing personal information where possible. This recommendation does not remove any legal obligations we have concerning the repair.

## 11. Manufacturer Warranties

Some products may come with a manufacturer's warranty or a separate commercial warranty.

These warranties are additional to your rights under Australian Consumer Law and do not replace them.

If you experience a product problem, please contact us first at [admin@currenttech.com.au](mailto:admin@currenttech.com.au). We will help determine the appropriate next steps.

## 12. Order Cancellations

If you wish to cancel an order before it has been dispatched, contact us as soon as possible.

We will consider your request based on the order's status and any applicable contractual and legal obligations.

If an order has already been dispatched, our standard return process may apply.

Nothing in this section limits any statutory cancellation, refund or other rights you may have.

## 13. Refunds for Undelivered Orders

If your order has not arrived within the agreed or reasonably expected timeframe, please contact us so we can investigate.

We will work with the relevant delivery provider to resolve missing or delayed deliveries.

If the product is not delivered and you are entitled to a refund or another remedy under applicable law, we will provide the appropriate resolution.

Our use of a third-party courier does not remove our legal responsibilities to you.

## 14. Proof of Purchase

We may ask for reasonable proof of purchase, such as an order confirmation, receipt, invoice or transaction reference, to locate your order and assess your request.

If you no longer have your original receipt, please contact us with other available purchase details.

We will not use proof-of-purchase requirements to unlawfully deny a valid consumer guarantee claim.

## 15. Contact Us

For all return, refund, replacement or repair enquiries, please contact:

Current Tech Automotive

Email: [admin@currenttech.com.au](mailto:admin@currenttech.com.au)

Website: [www.currenttech.com.au](http://www.currenttech.com.au)

Address: 10/95 Kelvin Rd Maddington W.A 6109.

Please include your order number in your enquiry so we can assist you efficiently.

Thank you for shopping with Current Tech Automotive. We appreciate your business and are committed to resolving product issues fairly and in accordance with Australian consumer law.