

RETURN POLICY

REFUNDS

If for any reason you are not satisfied with any purchase you may request to return your purchase within 14 days for a refund. Sorry we cannot refund freight charges on delivery and return of goods.

GOODS DAMAGED IN TRANSIT

If your purchase is damaged in transit we will send you a "no charge" replacement, freight free if the damaged is caused by delivery from Ice & Oven Technologies Pty Ltd or by one of its contracted freight companies. You will need to return the damaged product (or fragments which demonstrate reasonable evidence of breakage) to us for assessment.

If the damage is caused by your carrier, the replacement parts and freight will be charged in full and you must address this with your carrier.

METHOD OF REFUNDS

Ice & Oven Technologies Pty Ltd will refund to your credit card, post a cheque or return funds by EFT direct to your nominated bank account.

HOW TO MAKE A RETURN

All we ask is that you print and fill in the Returns Form below, and return the product in its original condition with its packaging. We will also need a copy of your order confirmation record and goods receipt.

RETURNS INFORMATION

Please provide us with the information outlined below. This information must accompany all returns.

- Personal Details
- Name:
- Company:
- Street Address:
- Town/Suburb:
- State:
- Postcode:
- Country:
- Email Address:
- Contact Phone:
- Preferred Contact Time:
- Product Details
- Returned Item:
- Code # :
- Receipt # :
- Order Date:
- Reason for return:
- What would you like us to do?
 - a. Replace with another of the same product
 - b. Refund