



## Returns and Refunds

Last Updated: 26 September 2022

## Introduction

By placing an order or making a purchase at our website, you agree to the terms set forth below

## Standard Return Policy

- If you change your mind and would like to return your KISA Phone you have to notify KISA within 7 days of receiving the device (the delivery day will be based on the parcel tracking information)
- KISA will charge a restocking fee of \$155 to all KISA Phones that are returned as a change of mind and require a refund
- KISA will not refund the cost of initial postage
- KISA will not refund the cost of services subscriptions (unless the prepayment was made for period greater than 1 month)
- Account holder is to cover the cost of shipping KISA Phone back to KISA's postal address
- When posting your item back to KISA it is highly recommended to use trackable service to avoid any postage disputes
- Account holder has to include proof of purchase when sending the parcel
- The KISA Phone must be returned undamaged, in the original packaging, including any accessories, manuals and documentation (for hygiene reasons earphones cannot be refunded)
- We will evaluate your device when we receive it prior to determining whether a refund is appropriate.

## How to start return process

1. If you would like to initiate a change of mind return, you must first contact us by telephone on 1300 557 453
2. We will require that you provide your proof of purchase details
3. You will receive a return authorisation number (RA Number) from KISA
4. Prepare your return package, please ensure that you include the following items in your package:
  - The box that your purchase came in
  - The KISA phone
  - Other accessories, documentation and anything else that came with the device
  - The RA Number accompanies the product
5. Please send your device back to KISA  
PO Box 331, Moorabbin, Victoria, 3189, Australia

**Please Note** Return shipping costs are non refundable and are at the customer's expense

## Refunds

If during inspection it is determined that the phone is damaged KISA will take detailed photographs and make them available for account holder to comment.

If everything is determined to be in order KISA will aim to process refund as per above conditions back to the payment method used during the purchasing process within 2 weeks of receiving the phone back.

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