



Locall Australis Credit Card & Refund Policy

Introduction

Credit cards

By agreeing to pay your account by credit card you agree for Australis to automatically charge your card on a monthly basis as long as the service remains active.

You also agree that Australis may also charge your card for any one off costs, for example plan upgrade fees, hardware, late fees that may be applicable to your account.

Credit Card payments are processed automatically at the end of each month that the service has been provided.

Please ensure that your credit card details are kept up to date - you can update your details via MyAccount (from the main menu) or by phoning us on 1800288871

Refunds or credits may be provided in the following circumstances:

Australis cancels a product or service in part or in full.

the client cancels an order for a product or service in part or in full.

the price varies from that advertised or paid by the client

the person or organisation billed did not originate the charge as a result of fraudulent use of credit cards or other such circumstances.

This policy is subject to any specific licence agreement or contract applicable to specific products and services.

Product Not Available

244 Noalimba Ave Kentucky NSW 2354
Sales Ph. 1800 288871, Support Ph. 1300 722 050 Fax. 02 6778 7419
ABN 31 147 945 686
www.australis.net info@australis.net



Where a client has paid for a product or service which is not subsequently available, the client is entitled to a full credit or, at the client's request, a refund.

Order is Cancelled Prior To Completion

Where a client cancels a product or service order in full or in part, with sufficient time for us to withdraw any orders made on the client's behalf, the client is entitled to a full credit of that portion of the product or service that has not been delivered. If the order has progressed to a point whereby it cannot be withdrawn, standard termination fees will apply.

Hardware can be returned to us for a full refund (less postage charges) if not suitable & in original packaging, within 7 days

Price Variations

Where the price of a prepaid product or service decreases in accordance with any other Australis policy, prior to the release of the product or service, the client is entitled to a credit of the difference.

Superseded Products

If Australis cancels a prepaid product or service and replaces it with a lesser priced product or service, then the client shall receive a credit of the difference.

Proof Of Purchase

Proof of purchase is required for purchases for which a refund is sought:

for invoiced products, the invoice number is required;

for credit card purchases, the credit card receipt or tax invoice is required.

For BPay or Direct Deposit purchases the Reference or confirmation number & deposit details are required.



Refunds

The method of refund will be via cheque, credit card transfer or direct deposit to your nominated account. Refunds will be processed within 30 days

More Information

To obtain a refund or credit, please contact Australis on 1800288871 or email info@australis.net