

## Return and Refund Policy

This policy applies to all items purchased through the Pentanet [online store](#).

### 1. What can I return?

- Items which are damaged or have a major or minor defect at the time of delivery.
- Items which malfunction or have a major or minor defect during the item's individual warranty period. It is the responsibility of the customer to carefully inspect the product packaging and take note of the item's warranty period.
- Pentanet is not obliged to accept return of items due to change of mind.

### 2. Returning items damaged or defective at time of delivery

- It is the purchaser's responsibility to inspect their order upon receipt and to contact us immediately if an item is defective, damaged or if an incorrect item is received.
- Returns should be initiated within 30 days by emailing [support@pentanet.com.au](mailto:support@pentanet.com.au) with your order number, purchase date, a description of the damage or defect and a photograph if possible.
- Pentanet does not accept return of items where damage has occurred after delivery.
- Returns approved in accordance with this section will be offered:
  - a. A replacement item where possible; or
  - b. Store credit for 100% of the item value; or
  - c. A refund in circumstances where options (a) and (b) are not appropriate.

### 3. Returning items which are damaged or defective during the item's warranty period

- The customer is responsible for ensuring their item is within the manufacturer's warranty period. Pentanet is not responsible to replace or refund any item outside warranty.
- Pentanet is not obliged to facilitate a return or refund of a product where the damage was caused by the misuse or care of the purchaser.
- Returns should be initiated within the warranty period by emailing [support@pentanet.com.au](mailto:support@pentanet.com.au) with your order number, purchase date, a description of the damage or defect and a photograph if possible.
- Returns approved in accordance with this section will be offered:
  - d. A replacement item where possible; or
  - e. Store credit for 100% of the item value; or
  - f. A refund in circumstances where options (a) and (b) are not appropriate.

### 4. Change of mind returns

- Pentanet generally does not allow returns due to a change of mind. Return requests will only be accepted within 30 days of purchase by emailing [support@pentanet.com.au](mailto:support@pentanet.com.au) outlining the order number, purchase date and reason for return.
- To be **eligible** for a return, your item must be:
  - a. In the same condition that you received it;
  - b. Unworn or unused, with tags;
  - c. In its original packaging; and
  - d. Accompanied with the receipt or proof of purchase.

- If your return request is accepted, Pentanet will notify you by email with a confirmation of our shipping address. The item must be shipped at the purchaser's expense.
- Change of mind requests are eligible for store credit only. Strictly no refunds.

#### 5. Cancelled orders

- If we cancel your order prior to shipping, due to stock unavailability or any other reason, you will be refunded your payment amount in full. This will process to your original payment method within 5 – 10 business days. Please keep in mind that it can take some time for your individual bank or credit card company to process and post the refund too.

#### 6. How long will my return or refund take to process?

- We will notify you by email once we have received and inspected your return, and let you know if it has been approved or not.
- If your return is approved for a replacement item, this will be dispatched to you within 7 business days.
- If your return is processed for store credit, we will send you a notification to confirm and this will be available for you within 5 - 10 business days.
- If your return is processed and you are issued a refund, this will process to your original payment method within 5 – 10 business days. Please keep in mind that it can take some time for your individual bank or credit card company to process and post the refund too.

#### 7. Other

- Postage costs are non-refundable.
- Pentanet reserves its right to refuse a return:
  - a. when an item is deemed, in Pentanet's sole discretion, to be fit for purpose; or
  - b. if any damage to an item is reasonably suspected to be caused by the purchaser.
- Nothing in this policy affects the rights of customers under the Australian Consumer Law.
- Pentanet reserves the right to modify or add to this policy from time to time.

Please get in touch if you have questions or concerns about your specific item.  
And for all other queries regarding returns, please email: [support@pentanet.com.au](mailto:support@pentanet.com.au)