



ALTRAX

Altrax
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RETURN & REFUND POLICY

Thank you for choosing to use Altrax for your Equipment. We are committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of Refunds and Returns.

All goods and services come with guarantees that cannot be excluded under the Australian Consumer Law/Act.

CANCELLATION OF HIRE

Cancellation of a hire reservation can be done by a Customer over the phone or via email at any time before the hire date and Altrax will refund any deposit taken. Unfortunately, if a delivery was selected and the cancellation is within 24hrs of the hire start date we may charge an administration fee that will not exceed the quoted delivery charge.

RETURNS

As an Altrax customer you have 7 calendar days from the date of purchase to return an item. Your item must be in original clean condition and free from damages by the Customer on return.

Your item requires to be returned with an Altrax invoice.

We follow measures to ensure that our equipment is in good working order and free from fault. In the case that your hire product is faulty in any way Altrax will either repair or replace the faulty item or provide a refund for the hire of the faulty item.

REFUNDS

Once your item is received by Altrax, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item

If your return is approved, we will initiate a refund to your original method of payment. You will receive the credit, depending on your card issuer's policies.

DELIVERY

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund or deposit.

CONTACT US

If you have any questions on how to return your item to us, please contact us on (03) 9808 9448 or info@altrax.com.au.

When contacting us, please include:

- Your name
- Order Number
- Item