

Res-Q IT Services – Refund & Returns Policy

At Res-Q IT Services, we want you to be confident in every purchase. This Refund & Returns Policy explains your rights and our processes. It should be read alongside your rights under Australian Consumer Law, which always apply.

1. Checking Goods Before Collection or Setup

- All goods must be inspected by the client before leaving our office.
- If goods are delivered and installed by a Res-Q technician onsite, you agree to inspect the goods at the time of setup.
- Once collected or installed, you accept the goods “as is,” unless a fault covered by law or warranty applies.

2. Specifications and Recommendations

- We may provide product suggestions over the phone or in store (for example, “something similar” to what you describe).
- These recommendations are based on the information you provide, and Res-Q is not liable if the item does not meet your exact expectations.
- For best results, please provide full written specifications before ordering.

3. Change of Mind Returns

- Change of mind returns are not automatically accepted.
- At Res-Q’s sole discretion, we may accept a return for goods in original, unopened, and unused packaging.
- A 20% restocking fee will apply.
- Change of mind returns must be requested within 7 days of collection/delivery.
- Software, licensing, special orders, and custom-built equipment are not eligible for change of mind returns.

4. Faulty or Defective Goods

- Your rights under the Australian Consumer Law apply. If goods are faulty, not fit for purpose, or not as described, you may be entitled to a repair, replacement, or refund.
- You must notify us of any issue within a reasonable timeframe and allow our technicians to inspect the goods.
- The location and method of inspection/diagnostic will be determined by Res-Q’s technician (e.g. at our office or at your site).
- The duration required for inspection is at Res-Q’s discretion, depending on the complexity of the fault. This avoids unrealistic expectations (for example, a request for a full diagnostic to be completed onsite within 30 minutes).

5. Refund Method

- Approved refunds will be processed back to the original payment method.
- Processing may take up to 10 business days once approved.

6. Goods Left at Res-Q

- If goods are left at our office for repair, pickup, or storage:
- You must collect them within 30 days of notification.
- If no arrangements are made, we may consider the goods abandoned and may dispose of or resell the goods in accordance with applicable laws on uncollected goods.
- Any proceeds (after costs) may be applied against amounts owing to Res-Q.

7. Exclusions

- Refunds will not be offered for:
- Change of mind outside the timeframe above.
- Goods that have been opened, damaged, or used.
- Software, licensing, digital services, or special-order items.
- Issues caused by misuse, neglect, or failure to follow instructions.

8. Contact Us

- For all refund and return requests, please contact:
- Res-Q IT Services
- 7/216 Stirling Highway, Claremont WA 6010
- Phone: (08) 6555 6500
- Email: operations@res-q.com.au