

Refund, Exchange, Return and Cancellation

1. Rationale

Recreational Aviation Australia (RAAus) accept refunds or exchanges in accordance with Australia Consumer Law.

Consumers in Australia have a legal right to obtain a refund from a business for goods purchased if the goods are faulty, not fit for purpose or don't match the description.

RAAus refund, exchange, return and cancellation policy is an addition to your statutory rights under the Australian Consumer Act and similar laws. In all circumstances, RAAus will not process a refund, exchange or return until the product in question is received by us (RAAus) in acceptable condition. To qualify for acceptable condition, the product in question should remain in original packaging, be unused, and sustained no damage or tampering upon return.

2. Policy Statement

2.1. Change of Mind

RAAus can offer a return, exchange or refund on a product if you change you mind, but also reserves the right to decline a return, exchange or refund if the requirements of the product are not satisfied within our refund, exchange, and return policy.

For items returned 10 days after receiving/purchase, a refund, exchange, return is not possible if:

- You (the customer) are not able to provide your original purchase receipt or other proof of purchase at the time you return the item
- You (the customer) are not able to send the product in question back to RAAus in its original packaging including all accessories

You (the customer) will be required to pay for the postage of a refund, exchanged, refunded product back to RAAus to ensure the safe delivery of the product back to us (RAAus).

Furthermore, a refund may not be possible until the retuned, exchanged, refunded product is checked by one of RAAus staff to verify if there is any damage or changes to the product's original condition.

2.2. Faulty or incorrect Product

In the case of a Faulty or Incorrect Produce please contact RAAus to discuss the return of refund options available to you (the customer).

To speak to RAAus for support please call 02 6280 4700 during office hours.

2.3 Damaged or Defective Products

If such a case arises where the product you (the customer) receives is damaged or defective, please contact RAAus within 2 days of receiving your product, along with your order number and description of the condition of the damaged or defective item.

Upon careful consideration and depending on the RAAus policy for the product in question, RAAus might offer to provide one of the below resolutions:

- Replacement
- Refund you for the product
- Exchange the product
- Place you in contact with the manufacturer (technical support)

2.4 Cancellation

Order that have been dispatched cannot be cancelled after the product is sent.

Products ordered that you (the customer) wish to cancel should be posted back, at your own expenses, where upon being received by RAAus a full refund will be provided if the product in question meets the requirements of the refund, exchange, return and cancellation policy. Please check return policy as some of the products may not be eligible for refund

Please note that the customer will be responsible for the product until it is received by RAAus.

Products that have been tampered with will be refused a refund. Postage costs will not be refunded by RAAus.

2.3 Refunds

Approved refunds to you (the customer) will be credited back to the same credit/debit card provided at the time of product purchase.

NOTE: RAAus will need to confirm with you (the customer) verbally or in writing details of the order and product in question before a refund, exchange, return is permitted. Unauthorised returns may be refused. Products approved for refund, exchange, return will be processed accordingly upon receivership by RAAus.

RAAus support team can be reached via email or phone (Monday to Friday) between 9am to 5pm AEST.

Contact details:

Email: admin@raaus.com.au

Phone: 02 6280 4700

Posting your returns:

Recreational Aviation Australia

PO Box 1265 Fyshwick
Fyshwick ACT 2609

Returned products will be checked by staff members of RAAus. Any damage to the products is the responsibility of you (the customer) until they reach the custody of RAAus office staff members.

Please ensure the product being returned, exchanged, or refunded is packed in a sturdy and secure manner to avoid any damage in transit.

3 Scope and Application

This policy applies to all employees, board members, members of RAAus and any person that customer that purchase form the RAAus store or office.

4 Definitions

CEO	The person occupying the position of Chief Executive Officer.
Board	RAAus' governing body, elected from the membership.
Policy	A statement about what* is to occur in relation to the operations of RAAus, which has the corporate authority of the board or, by delegation, the CEO. * Policy statements are not normally concerned with how the policy will be implemented—this is a matter of processes, procedures and guidelines as used by those responsible for implementing the policy.
RAAus	Recreational Aviation Australia Limited.
RAAus Office	The address of Unit 3, 1 Pirie Street, Fyshwick, Australian Capital Territory
Workplace	The workplace of RAAus extends beyond the office of RAAus to any location RAAus employees conduct business and includes any personal direct person to person communication.

5 Legislation

The Australian Consumer Law (ACL) applies nationally and in all States and Territories, and to all Australian businesses.

6 Responsibilities

Policy Approval: CEO

Implementation: CEO

Review: Corporate Services Executive

Improvement: CEO and Corporate Services Executive

7 Resources

No additional resources are required

8 Review Schedule

This policy will be reviewed every three years.

9 Lapse Date

This policy does not have a lapse date.

10 Meta Data

ID	POL-2016-01 ¹
Version	2.0
Version date	1 July 2020
Type	Management
Approval date	1 July 2020
Availability	All staff, Board, members and customers
Keywords	Refunds, exchange, cancellation, customer faulty, incorrect, product
Responsible officer	CES
History	1 October 2016: The first time this policy was established at organisational level. 1 July 2020: As a part of the RAAus reviews this policy was updated to reflect contemporary practice. For changes between V1 to V2 please contact RAAus.
Review date	1 July 2022
Related documents	

¹ Nomenclature: year edited, policy number of year edited, check master list

Contact	RAAus PO BOX 1265 FYSHWICK ACT 2609 admin@raa.asn.au www.raa.asn.au 02 6280 4700
----------------	---

