



Refund and Return Policy

Services:

For all type of our VoIP services Australian Phone Company applies 30 days money back guaranty policy. That means that you may request return balance left from your account back within 30 days after it was paid. Australian Phone Company doesn't return any money that was paid for subscriptions, calls, or numbers rent only balance left is refunded. Please see an example how it is calculated:

- Customer subscribed to "Standard" plan with \$3.95 monthly fees.
- During signup Customer paid \$20 AUD
- After account activation Customer made number of calls including Australian Mobile for \$1.5 and International for \$2
- After that Customer decided to close and account within 30 days after payment received.

Customer will be refunded his balance left after subscription and calls: \$20 Initial Balance - \$3.95 Monthly fees - \$1.5 Mobile calls - \$2 International Call = \$12.55 will be refunded.

Refund is done after written (over email, online chat or FAX) or over phone request from customer simultaneously with account closure. Refund is done by the same way how balance was paid. If balance was paid from PayPal – refund done to PayPal account, in case of credit card – to the same Credit Card that was used for payment.

Products:

30 days money back guaranty applies to any purchased hardware as well. If Customer would like to return any purchased and unused hardware within 30 days (unless hardware is broken, see warranty in this case) support department should be contacted first to let us know. Customer pays shipping cost for return himself and shipping cost that cost ship from us to customer. Equipment is accepted for return in unopened, undamaged condition in the same as was received. Refund is done by the same way how hardware was paid. If hardware was paid from PayPal – refund done to PayPal account, in case of credit card – to the same Credit Card that was used for payment.

**If you have any questions regarding your
service call us on**

03 9999 82 89

www.australianphone.com.au