

SPACETALK RETURNS POLICY

Welcome to Spacetalk's Returns Policy. This policy applies to Spacetalk devices, accessories and Spacetalk Mobile products purchased from the official online store at www.spacetalk.co.

We recommend reading this policy alongside the Spacetalk Services Terms of Use and our Manufacturer's Limited Warranty.

This returns policy is offered exclusively by Spacetalk Holdings Pty Ltd A.C.N. 606 733 804 ('SPACETALK', 'we' and 'us' or 'ST').

30 Day Satisfaction Guarantee

1. Our 30 Day Satisfaction Guarantee applies to Spacetalk devices and accessories purchased directly from www.spacetalk.co.
2. **This Satisfaction guarantee does not cover Spacetalk Mobile products, including SIM Cards and recharge plans purchased separately, as part of a bundle or activated with a Spacetalk device (even when the device is locked to the Spacetalk Mobile network).** Additionally, this guarantee does not apply to third-party subscriptions or applications purchased separately or activated with a Spacetalk device (even when purchased as a package with a Spacetalk device).
3. You have 30 calendar days from date of purchase, to request a refund under our 30 Day Satisfaction Guarantee.
4. To qualify for a refund under this guarantee, please contact Spacetalk's Customer Support Centre within 30 calendar days of purchase to request a Return Material Authorisation ('RMA') number.
5. Goods must be sent to our team within 3 business days of receiving an RMA number.
6. You must ensure returned goods are accompanied by proof of purchase and are in excellent physical condition, in their original sales packaging, and include all accessories.
7. You are responsible for all return shipping costs for goods returned under this guarantee.
8. We reserve the right to refuse returns under the 30 Day Satisfaction Guarantee for incomplete goods (including those missing accessories, manuals and packaging), damaged goods or goods not in a resalable condition.

Warranty Service- Returns and Repair Process

1. Before initiating a return, contact Spacetalk's Customer Support Centre to obtain an RMA number.
2. Ensure all returned items are accompanied by proof of purchase and a correctly completed Return Material Authorization Form ('RMA form') which can be downloaded from www.spacetalk.co/support.
3. Initial return postage and/or courier fees are your responsibility. However, if an applicable product issue is confirmed, supported by adequate evidence, you may seek reimbursement for reasonable postage or transportation costs from us.
4. You assume the risk of loss or damage to the product during return shipping to Spacetalk or when returned by us to you.
5. If the product is found not to have a problem or has a problem not covered under warranty, you may be required to pay for the costs associated with inspecting the product. We will provide an estimate of these costs before you return the product.

6. Within 5 business days of receipt of the item, we will confirm its receipt.
7. Spacetalk retains discretion to either replace or repair the goods or provide a refund in the event that the good is faulty and the fault is not a major fault under the Australian Consumer Law.
8. Goods presented for replacement may be substituted with refurbished goods of the same type rather than being repaired, and refurbished parts or devices may be used in the repair process.
9. Please note that the device will undergo a factory reset process. You are responsible for backing up all data on the device before returning it to us. Spacetalk is not responsible for any data loss during the repairs process.
10. If no arrangements are made for your device to be returned within 90 days from the date of notification indicating it is ready for delivery, we may proceed with the disposal of the device without further notice.

Spacetalk Mobile Cancellations

1. You can cancel your service within your Spacetalk Mobile self-service portal account.
2. If you cancel your service after we have started providing that service to you, we won't refund any fees you already paid to us, including any upfront fees.
3. We are unable to refund any unused prepaid mobile credits.
4. We do not offer refunds on credit purchased incorrectly, due to change of mind or due to a lack of coverage. Prior to making a purchase, please ensure you check our coverage map and FAQ's to ensure our product is right for you at www.spacetalk.co/mobile.
5. Spacetalk Mobile does not provide a refund for Mobile services if the device in which you are using your SIM card is faulty or returned.
6. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

Refund Payments

1. If Spacetalk agrees to provide you with a refund, the refund will be made to the same payment source that was originally used for the product purchase.
2. Where permitted by law, in providing you with a refund for any returned goods, Spacetalk may reduce that refund by an amount equal to any third-party vendor payment fees (such as those levied by credit card providers, AfterPay, zipPay or Paypal) originally charged to Spacetalk when you purchased the returned goods.

Contact Us

For all product support matters, please visit www.spacetalk.co/support.