



## Refund Policy of Cheeky Recovery Pty.Ltd.

This Refund Policy ("Policy") applies to the following purchases: [www.cheekyrecovery.com.au](http://www.cheekyrecovery.com.au)

### 1. General

- (a) We offer refunds, repairs and replacements in accordance with the Australian Consumer Law and on the terms set out in this Refund Policy ("Policy").
- (b) Any benefits set out in this Policy may apply in addition to consumer's rights under the Australian Consumer Law.
- (c) Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

### 2. Australian Consumer Law

- (a) Under the Australian Consumer Law:
  - (i) Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled
    - (A) to cancel your service contract with us; and
    - (B) to a refund for the unused portion, or to compensation for its reduced value.
  - (ii) You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
- (b) We offer refunds, repairs, and replacements in accordance with the Australian Consumer Law.



- (c) The Australian Consumer Law provides a set of Consumer Guarantees which protect consumers when they buy products and services.
- (d) If the Australian Consumer Law applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the Australian Consumer Law will prevail.
- (e) Further information about the Australian Consumer Law and these Consumer Guarantees is available from the website of the Australian Competition and Consumer Commission.
- (f) If a product or service which you purchased from us has a major failure (as defined in the Australian Consumer Law) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.
- (g) If a product or service which you purchased from us has a failure which does not amount to a major failure (as defined in the Australian Consumer Law) then you may still be entitled to have the goods repaired or replaced.

### 3. Cancellation and Change of Mind

- (a) We do not offer returns or refunds if you change your mind, or find the same product or service cheaper elsewhere.

### 4. Contact Us

- (a) If you wish to speak to us about this Policy or about any refund, repairs or replacements, please contact us at: [info@cheekyrecovery.com.au](mailto:info@cheekyrecovery.com.au).