

Refund / Return Policy

This is the same as our “ Terms and Conditions “

15. Warranty and Liability

- 15.1. MMAU accepts liability for all legal guarantees and warranties expressed or implied to the transactions under the Trade Practices Act 1974 (Cth), the Competition and Consumer Act 2010, or any other legislation (such as the Fair Trading Acts (or equivalent legislation) in each State and Territory) the effect of which cannot be excluded.
- 15.2. Where any law implies in this agreement any term, and that law voids or prohibits provisions which exclude or modify the operation of such term, then the term is taken to be included in this agreement. However, our liability for breach of such term will be, if permitted by law, limited to one of the following remedies (at our option):
 - 15.2.1. in the case of services: the resupply of the services; or the payment of the cost of resupply; and
 - 15.2.2. in the case of goods: the replacement of the goods, the supply of equivalent goods, the repair of the goods; the payment of the cost of replacing the goods (or of acquiring equivalent goods), or the payment of the cost of having the goods repaired.
- 15.3. Subject to clauses 15.1 and 15.2, we exclude all implied terms and warranties whether statutory or otherwise, relating to the Site or the subject matter of this agreement. You acknowledge that the Site is provided “as is” and that we do not make any warranty or representation as to the suitability of the Site or a Product for any purpose.
- 15.4. Subject to clauses 15.1 and 15.2, we will not be liable to you for indirect and consequential loss (including without limitation for loss of revenue, loss of profits, failure to realise expected profits or savings and any other commercial or economic loss of any kind) or loss or corruption of data, in contract, tort, under any statute or otherwise (including negligence) arising from or connected to this agreement.
- 15.5. Our liability to you for loss or damage of any kind arising out of this agreement or in connection with the relationship established by it is reduced to the extent (if any) that you cause or contribute to the loss or damage. This reduction applies whether our liability is in contract, tort (including negligence), under any statute or otherwise.
- 15.6. Nothing in these terms and conditions is intended to limit or exclude any liability that cannot be excluded by law.
- 15.7. You agree to indemnify and keep MMAU, its directors and employees indemnified against all Liabilities which MMAU, its directors or employees suffers, pays, incurs or is liable for of and incidental to any failure by you to comply with these terms and conditions.

16. Returns

- 16.1. Unless you notify MMAU to the contrary by email, telephone, or facsimile transmission within fourteen (7) days of delivery of any Products and such notification is confirmed

in writing within seven (5) days of its receipt by MMAU, the Products shall be deemed to have been accepted by you.

- 16.2. MMAU will accept product returns and provide you with (at MMAU's discretion) a replacement for the Product (subject to availability) an exchange voucher, refund or repair where:
 - 16.2.1. The Product delivered is faulty or is not of merchantable quality, or
 - 16.2.2. The Product delivered is not fit for its intended purpose, or
 - 16.2.3. The Product delivered does not match the description on the Site.
- 16.3. If the Product delivered is faulty, not of merchantable quality, not fit for its intended purpose, does not match the description on the Site or covered under a warranty from the manufacturer, then please contact us on phone : +61 (0) 2 8707 7300 or fax : +61 (0) 2 9773 1247 or email jstanbridge@mullermartini.com.au and one of our Customer Service Team will assist with your request. To enable us to evaluate your return request, please provide us with:
 - 16.3.1. the Order number, invoice number or receipt number;
 - 16.3.2. a detailed description of the problem or the reason for your request to the return the Product;
 - 16.3.3. photograph(s) of product that is damaged during transportation (if it's required we will advise you which email address to send it to);
 - 16.3.4. your name and contact details.
- 16.4. We will evaluate your return request and issue you with a Returns Authorisation Notice once we have received details of your return request. We will send you full return instructions and return address. If we feel the problem described requires clarification we may contact you to clarify in order to provide more efficient service.
- 16.5. Where the Product is covered by a warranty from the manufacturer of the Product, we recommend you first contact the relevant manufacturer if you experience any difficulties or have any concern regarding the relevant Product.