

RETURNS, REFUNDS AND WARRANTY POLICY

Consumer rights, change-of-mind returns, product warranties and service remedies

Legal entity	Green Triangle Electronics Pty Ltd
ABN	43 008 187 497
Effective date	1st July 2026
Applies to	Customers purchasing goods or services from Green Triangle Electronics Pty Ltd (GTE)
Contact	(08) 8724 2222 policies@gte.com.au gte.com.au

Important: This policy operates in addition to your rights under the Australian Consumer Law. It does not exclude, restrict or modify any right or remedy that cannot lawfully be excluded, restricted or modified.

At a glance

Situation	What this means
Faulty, unsafe or not as described	You may be entitled to a repair, replacement, refund, cancellation or compensation under the Australian Consumer Law.
Manufacturer warranty has expired	Your consumer-guarantee rights may still apply for a reasonable period, depending on the product, price, expected durability and circumstances.
Change of mind	There is no automatic legal right to return an item solely because you changed your mind. GTE may accept an eligible return at its discretion under section 12.
Proof of purchase	GTE may ask for a receipt or another reasonable form of proof that the product or service was purchased from GTE.
Returning a device	Back up and remove personal data where reasonably possible. Repairs or replacements may result in data loss.

1. Purpose and scope

This policy explains how Green Triangle Electronics Pty Ltd (GTE), handles returns, refunds, repairs, replacements, warranty claims and problems with goods or services.

It applies to goods and services purchased directly from GTE through our retail store, sales team, website, quotation, order form or another GTE sales channel.

Separate terms may apply to telecommunications services, subscriptions, managed services, software licensing, cloud services, project work, equipment finance and other contracted services. Those terms apply together with this policy, but cannot remove rights that apply under the Australian Consumer Law.

2. Australian Consumer Law

Goods and services supplied to a consumer come with automatic guarantees under the Australian Consumer Law. These rights apply independently of this policy, a manufacturer warranty, an extended warranty or any other voluntary warranty.

A business customer may also be a consumer for Australian Consumer Law purposes. This commonly includes goods or services costing no more than \$100,000 including GST, goods or services ordinarily acquired for personal, domestic or household use, and certain vehicles or trailers used mainly to transport goods.

Consumer guarantees generally do not apply to goods acquired for resupply or for use or transformation in production, manufacturing, repair or treatment of other goods.

Australian Consumer Law notice

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 to cancel your service contract with us and to a refund for the unused portion, or to compensation for its reduced value. 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.

3. Consumer guarantees for goods

Goods supplied by GTE must, where the Australian Consumer Law applies:

- be of acceptable quality, including being safe, durable and free from defects to the extent a reasonable consumer would expect;
- be fit for their normal purpose and any particular purpose made known to GTE before purchase, where reliance on GTE was reasonable;
- match their description, demonstration model or sample;
- comply with any express warranty or representation made about them;
- come with clear title and undisturbed possession; and
- have reasonably available spare parts and repair facilities for a reasonable period, unless the customer was told otherwise.

4. Consumer guarantees for services

Services supplied by GTE must, where the Australian Consumer Law applies:

- be provided with due care and skill;
- be fit for any particular purpose or achieve any result made known to GTE, where reliance on GTE was reasonable; and
- be supplied within the agreed time, or otherwise within a reasonable time.
- Service availability, performance, speeds and restoration times may also be subject to disclosed technical limitations, third-party networks and service-specific terms. Those limitations do not remove any non-excludable consumer rights.

5. When a remedy may not be available

A repair, replacement, refund or service remedy may not be required where:

- the customer simply changed their mind, found the item cheaper elsewhere, no longer wants it or selected the wrong product;
- the customer misused, neglected, damaged, altered or installed the product incorrectly and that caused the problem;
- the customer knew about the relevant defect or limitation before purchase;
- the customer asked for a service to be performed in a particular way against GTE's advice and the problem resulted from that direction;
- the problem was caused by a third party, external event or customer-controlled system rather than a failure by GTE; or
- the claim is fraudulent or the product was not purchased from GTE.
- These exclusions are considered case by case and do not apply where the Australian Consumer Law provides a remedy despite the circumstances.

6. Major problems with goods

A problem with goods may be major where, for example, the goods:

- are unsafe;
- are substantially different from their description, sample or demonstration model;
- have one serious problem or several smaller problems that would have stopped a reasonable consumer from purchasing them if known beforehand;
- cannot be used for their normal purpose or a disclosed particular purpose and cannot easily be fixed within a reasonable time; or
- do not meet an express warranty and the failure is serious.

Where goods have a major failure, the consumer may generally reject the goods and choose a refund or replacement of the same type. Alternatively, the consumer may choose to keep the goods and seek compensation for the reduction in value.

A refund for rejected goods will generally be for the full amount paid. GTE will not deduct an amount merely because the customer has used the goods before the major failure became apparent.

7. Minor problems with goods

Where a problem with goods is not major, GTE may choose to repair the goods, replace them or provide a refund. GTE will provide the remedy free of charge and within a reasonable time.

If GTE does not remedy the problem within a reasonable time, the consumer may be entitled to reject the goods and choose a refund or replacement, or have the problem repaired elsewhere and recover reasonable costs.

8. Problems with services

Where a service has a major failure, a consumer may be entitled to cancel the service contract and receive a refund for the unused portion, or keep the contract and receive compensation for the difference between the service supplied and the service paid for. Where a service failure is not major, GTE will be given a reasonable opportunity to correct the problem free of charge. If GTE does not do so within a reasonable time, the consumer may be entitled to have the problem corrected by another provider and recover reasonable costs, or cancel the affected service.

Cancellation of an ongoing telecommunications, cloud, subscription or managed service may also involve unaffected services, third-party licences or non-cancellable commitments. The applicable customer agreement will address those matters, subject to the Australian Consumer Law.

9. How to make a return or claim

To request assistance, contact GTE as soon as reasonably practicable after becoming aware of the problem:

In person	169-171 Commercial Street West, Mount Gambier SA 5290
Phone	(08) 8724 2222
Email	returns@gte.com.au
Information to provide	Your name or business name, proof of purchase, product or service details, serial number where applicable, and a clear description of the problem.

For items being returned by post or courier, please contact GTE first so that we can provide the correct return address, packaging and transport instructions. Not obtaining a return-authorisation number does not remove any right under the Australian Consumer Law.

GTE may ask reasonable questions, inspect the goods, reproduce the fault or obtain a technical assessment before deciding the appropriate remedy. GTE will not require a consumer to deal only with the manufacturer.

10. Proof of purchase

GTE may request reasonable proof that the goods or services were purchased from GTE. Proof may include:

- a receipt, tax invoice, order confirmation or account statement;
- a credit or debit card statement;
- a contract, quotation or service order;
- a receipt or order reference number;
- a warranty record containing purchase details; or
- a product serial number linked to GTE's sales records.

Original packaging is not required for a faulty-product claim. However, packaging, accessories and components should be returned where reasonably available, particularly when a replacement or change-of-mind return is requested.

11. Returning faulty goods and return costs

Customers are generally responsible for returning goods that can be posted or easily brought back to GTE. If GTE confirms that the goods have a problem covered by the Australian Consumer Law, GTE will reimburse reasonable return costs supported by evidence. Where faulty goods are large, heavy, installed or difficult to remove, GTE will arrange collection or pay reasonable transport costs where required by law.

If an assessment finds that the goods are not faulty or that the problem is not covered, GTE may charge reasonable collection, inspection, freight or diagnostic costs only where those costs were disclosed and agreed before they were incurred.

12. Change-of-mind returns

The Australian Consumer Law does not require GTE to accept a return because a customer changed their mind, selected the wrong product, found a cheaper price elsewhere or no longer requires the item.

At GTE's discretion, an eligible current-stock item may be accepted for exchange or store credit if it is returned within 14 days of purchase and is unused, unopened, complete, in saleable condition and accompanied by proof of purchase.

A cash or card refund for a change-of-mind return is not guaranteed. GTE may instead offer an exchange or store credit and may deduct reasonable, disclosed costs that GTE cannot recover, such as opened-packaging loss, return freight or supplier restocking fees.

The following are generally not eligible for change-of-mind return:

- special-order, custom-built, configured, engraved or personalised goods;
- opened software, licence keys, activation codes, digital products or subscriptions;
- activated SIM cards, eSIM profiles, mobile plans or other activated telecommunications services;
- goods with broken seals where the seal is relevant to security, licensing, hygiene or resale;
- consumables, batteries, printer cartridges, media or other products that have been opened or partly used;
- clearance, end-of-line, ex-display or demonstration goods where sold as final sale, unless they have an undisclosed fault;
- goods damaged after delivery; and
- services already performed or third-party costs already incurred.

The conditions in this section apply only to change-of-mind returns. They do not limit rights relating to faulty, unsafe, misdescribed or otherwise non-compliant goods or services.

13. Incorrect goods or damage in transit

If GTE supplies the wrong item, an item is missing, or goods arrive damaged, notify GTE promptly and keep the goods and packaging where safe to do so. GTE will assess the issue and arrange an appropriate remedy, including replacement, repair, completion of the order or refund where required.

Notification soon after delivery helps GTE investigate carrier damage, but no short notification period removes consumer-guarantee rights.

14. Manufacturer warranties

Many products include a manufacturer warranty. A manufacturer warranty is an additional promise and does not replace or limit consumer-guarantee rights.

A manufacturer's stated warranty period is not necessarily the end of the period during which consumer guarantees apply. The reasonable durability of a product depends on matters such as its type, price, representations, expected use and circumstances.

A customer may choose to contact the manufacturer directly where that is convenient, but GTE will not require a consumer to deal only with the manufacturer. GTE may liaise with the manufacturer, distributor or authorised repairer when assessing or resolving a claim.

15. GTE warranties and extended warranties

Unless a separate written warranty is expressly provided, this policy does not create a fixed-term warranty against defects in addition to the Australian Consumer Law.

Where GTE provides a separate written warranty against defects or sells an extended warranty, the warranty document will describe the coverage, duration, exclusions, claim process, costs and the additional benefits provided.

Any such warranty applies in addition to, and does not exclude, restrict or modify, rights under the Australian Consumer Law.

16. Repairs, assessments and replacement parts

Before accepting goods for repair, GTE will provide any written repair notice required by the Australian Consumer Law, including notice where a repair may result in loss of user-generated data or where refurbished goods or parts may be used.

Where required, the repair notice will state: "Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods."

Repair and assessment timeframes depend on the nature of the fault, parts availability, manufacturer processes, transport and technical complexity. GTE will provide updates and seek to complete the process within a reasonable time.

A replacement product may be new, refurbished or equivalent only where permitted by law and appropriate to the remedy. Any refurbished replacement or part will be disclosed where required.

17. Data, accounts and device security

Phones, computers, tablets, storage devices and other equipment may contain personal, confidential or business information.

Before returning a device, customers should, where reasonably possible:

- back up important files and settings;
- remove SIM cards, memory cards and removable media unless needed for diagnosis;
- sign out of accounts and remove activation locks or device-management locks;
- remove passwords or provide a temporary access method needed for testing; and
- erase personal data where this can be done without preventing fault assessment.

Assessment, repair, replacement, reimaging, factory reset or manufacturer processing may result in data loss. GTE will take reasonable care but does not guarantee preservation of data unless a separate data-backup or recovery service has been agreed. Customers should not provide passwords, recovery codes or sensitive information unless reasonably required and requested through an approved GTE process.

18. Refunds

Where a refund is required, GTE will process it within a reasonable time after the remedy is agreed and the goods are returned or otherwise made available.

Refunds will normally be made to the original payment method. Where that is not reasonably possible, GTE may arrange another secure method after verifying the customer's identity and authority.

Where goods or services were purchased using finance, a business account, store credit, gift card or bundled arrangement, GTE may need to coordinate the refund with the relevant provider or apply it to the relevant account.

Delivery, installation and other charges will be refunded or compensated where required by law, including where they form part of a loss reasonably foreseeable from the failure.

19. Software, licences, subscriptions and telecommunications services

Software, digital licences, cloud subscriptions, mobile services, internet services and other recurring services may be activated, provisioned or committed through third-party suppliers.

Change-of-mind cancellation may not be available after activation, licence allocation, provisioning or commencement, and non-cancellable third-party charges may remain payable under the applicable agreement.

This does not limit a customer's right to a remedy where the software, licence or service fails to meet an applicable consumer guarantee or an express contractual commitment.

Service cancellation, transfer, minimum terms, equipment repayments and early termination arrangements are dealt with in the applicable order form, Critical Information Summary, customer terms or service agreement.

20. Uncollected goods

GTE will make reasonable attempts to notify the customer when goods are ready for collection. Customers should collect repaired, assessed, replaced or returned goods promptly.

Goods that remain uncollected may be stored, dealt with or disposed of in accordance with applicable law. GTE may charge reasonable storage or handling costs where permitted and disclosed.

21. Privacy

GTE may collect and use personal information to verify a claim, assess goods or services, communicate with the customer, arrange repair or transport, liaise with manufacturers and suppliers, process a remedy and meet legal obligations.

Information will be handled in accordance with the GTE Privacy Policy. Customers should avoid sending unnecessary passwords, identity documents or sensitive information through ordinary email.

22. Complaints and escalation

If you are dissatisfied with how GTE has handled a return, refund, repair or warranty claim, ask for the matter to be reviewed by a manager or lodge a complaint through GTE's Complaints and Dispute Resolution process.

You may contact GTE using the details in section 9.

If the matter is not resolved, consumers may seek assistance from Consumer and Business Services South Australia. For disputes about telecommunications services, the Telecommunications Industry Ombudsman may also be able to assist.

The Australian Competition and Consumer Commission provides general information about consumer rights but does not resolve individual consumer disputes.

23. Policy updates

GTE may update this policy from time to time to reflect changes in law, products, services or business processes. The current version will be published on the GTE website.

A change to this policy does not remove rights that arose under the Australian Consumer Law or vary an existing customer agreement except as permitted by that agreement and applicable law.