



Starco Appliances Pty Ltd
Midea QLD
Tel: 1300 678 789
58 - 62 Compton Rd
Woodridge QLD 4114
ABN: 29 635 105 074
Email: info.qld@midea.net.au

Refund, Return and Repair Policy

This Refund, Return and repair Policy is applicable to purchases made from Midea Queensland only.

At Midea Queensland, we want our customers to be fully satisfied with our products and services. Please read this document regarding our policy on refunds, returns and repairs to understand your rights and responsibilities prior to your purchase.

We strongly recommend you to inspect any goods that we deliver to you or that you collect from Midea Queensland to ensure you are completely satisfied with the quality of the goods and that they match the description we have provided to you. You should make sure the goods you received are what you ordered and not damaged or faulty. You should contact Midea Queensland as soon as possible if any concerns.

Change of Mind

Please choose your products carefully as we do not normally provide refunds if you have simply changed your mind, made a wrong selection or simply found the goods cheaper elsewhere. Please carefully preview any orders before processing to the check-out.

Consumer Guarantees and your rights under the Australian Consumer Law

Please refer to our "Consumer Guarantees" document.

Goods Damaged in Transit (when you choose our delivery service)

If you found any goods arrive damaged, please contact our Install and Fix Solution team on 1300 726 002, or email to aftersales@midea.net.au & info@midea.net.au to let us know as soon as possible. You may also visit our Underwood Brand Store to arrange a replacement or refund. Damaged goods must be returned in the condition received by you with all original packaging, accessories and /or manuals. You may not be entitled to any refund or exchange just because any packaging is damaged in transit. The packaging exists to protect the Goods themselves.

Refunds

Refunds will be processed within 14 working days. Except to the extent otherwise required by law (including, without limitation, the Australian Consumer Law), Midea Queensland will not be liable to you, or any other person, for any loss, damage, cost or expense suffered as a direct or indirect result of any delay in you receiving any refund due to you, whether in contract, negligence or any other tort, equity, restitution, strict liability, under statute or otherwise at all.

Delivery Charges

Where Midea Queensland considers the goods to have breached a consumer guarantee, any shipping costs to return the goods to Midea Queensland will be at Midea Queensland's cost.



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Returns and Repairs

For returns and repairs, please contact our Install and Fix Solution team on 1300 726 002, or email to aftersales@midea.net.au & info@midea.net.au to let us know as soon as possible. You may also visit Midea Queensland and our staff member will assist you with any return or repair, which may include inspecting the goods, arranging for the goods to be sent for repair, or providing you with a replacement.

Goods must be returned within a reasonable timeframe, which may vary from product to product. For goods cannot be easily returned to us due to their size, the fault, or because they have been affixed or installed, please contact our Install and Fix Solution team on 1300 726 002, or email to aftersales@midea.net.au & info@midea.net.au so we can further assist.

Goods returned for repair will be assessed and/or repaired within a reasonable time. You may be provided with an indicative repair time, which time may vary due to reasons beyond ours or the repairer's reasonable control, such as part availability and incorrect fault description.

You may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide you with an indicative fee, which fee may vary due to reasons beyond our control.

If any goods that you return are capable of retaining user generated data such as the setting of the wifi-connection, the replacement or repair of the goods may result in loss of the data. In these circumstances, we recommend to remove sensitive or confidential data, as a party assessing and/or repairing your goods may be required to view data in the course of carrying out the assessment. We will not be responsible for any data loss.

In some circumstances, 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.

When returning goods

Please provide your proof of purchase when applying for return. It is a requirement for the fulfilment of refunds, returns and repairs that customers use their best endeavours to return all accessories (such as power cords and batteries) supplied at the time of original purchase. You must also return any bonus offers (such as membership points) included with the original purchase.

Contact Us

Where you have any questions or concerns relating to your order, please contact Midea Queensland on 07 3815 6426 or email to sales.qld@midea.net.au.