

At HiSkill we intend to make your shopping experience trouble free and easy as possible.

In the event that you wish to return or request a refund for items ordered, please contact HiSkill within 30 days of your order being placed, by either calling us on 08 9277 5500 or email [admin@hiskill.com.au](mailto:admin@hiskill.com.au)

A HiSkill representative will respond to your request with 24 hours of being notified.

### Faulty or Damaged Products

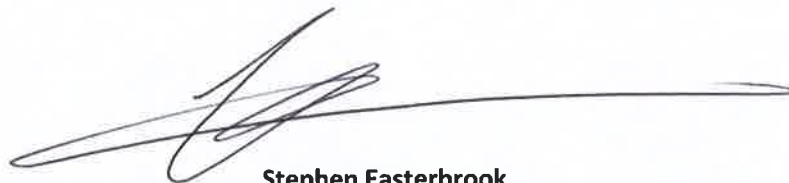
All products purchased are checked as part of our process in completing your order. In the unlikely occasion that your items become damaged as part of transportation, a refund or replacement for the faulty product is conditional to the following;

- You must keep evidence of the faulty product and the carton in which it was shipped until we advise on your requested refund or exchange. We will require a photo of the product and package for insurance purposes to prove the issue. If the photo is insufficient we may request additional photos. If you dispose of the item before we approve (or reject the claim), we reserve the right to reject your claim.
- We will not provide a refund or replacement if the product has been misused, mishandled, or incorrectly installed.
- The delivery time for a replacement product starts from when we confirm that we will replace your product, and will then follow the same procedure for dispatching an order.

### Change of Mind Returns

We are happy to refund most items if returned to us within 30 days of the invoice date according to the following conditions;

- All items must be in good saleable and unused condition.
- All items being returned must be in the original packaging (as sold) and must include all pieces.
- If we deem that the items have been marked, or misused in any way we reserve the right to refuse a refund.
- The return postage of the items will be at the customer's expense.
- If the entire order is being returned we will deduct the original postage cost to HiSkill from the refund amount.

A handwritten signature in black ink, appearing to read "Stephen Easterbrook", with a long horizontal flourish extending to the right.

**Stephen Easterbrook**  
Director  
20<sup>th</sup> June 2017