



[www.kogan.com.au](http://www.kogan.com.au)

## 7 DAY MONEY BACK GUARANTEE

### **TERMS AND CONDITIONS**

The 7 Day Money Back Guarantee is an agreement between the purchaser (“the customer”) and Kogan Technologies Pty Ltd (“Kogan”) and is bound by the terms and conditions contained herein.

1. The 7 day period will commence from the date that the customer receives their product. Where there is no receipt of delivery this date shall be assumed to be 3 business days from the date of dispatch.
2. Where a product is within the 7 day period and a refund is requested, Kogan will refund the original product purchase price only. The following fees and/or charges will not be reimbursed:
  - Delivery charges from Kogan to the customer
  - Cost of return of goods from the customer to Kogan
  - Insurance costs
3. Returned goods must be in their original packaging with all accessories, and be in a re-saleable condition.
4. Where an item is found to be faulty within the first 7 days, Kogan will provide a NEW replacement as outlined in the Kogan Customer Care Program terms and conditions. Where a new replacement is not available, Kogan will refund the product purchase price including delivery charges.
5. Where the customer elects to receive a refund instead of a replacement, the reimbursed amount will be as outlined in Section 2.
6. Kogan reserve the right to make changes to these terms and conditions without notice.