

## Returns Policy

We understand that there may come a time where you need to return a purchase from us and we want to make the returns process as simple and easy as possible for you.

If you are not happy with your purchase from Gencom, you can return or exchange it, or have it repaired, or a service cancelled, in accordance with the terms below.

## Change of Mind Returns

If you have changed your mind about your purchase, Gencom will be pleased to offer you a refund or exchange provided that:

- You return the item within 14 days of purchase;
- You produce a satisfactory proof of purchase (being your original receipt, online proof of purchase, such as a tax invoice);
- The item is in re-saleable condition, including its original packaging (if any), is unused and as sold; and
- A government issued form of identification is presented at the time of the return (for products with a value greater than \$50). This is used to confirm your identity, your name and postal address. No details such as license number or date of birth will be recorded.
- We will record your name, postal address, phone number and email address. These details are collected in accordance with our [Privacy Policy](#).
- If you are unable to provide a satisfactory proof of purchase, Gencom may, at its absolute discretion, provide you with an exchange to the current value of the item.

Please note change of mind returns are not available for the following items:

- Software and other downloadable material
- Special orders+
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## Other Returns – Consumer Guarantees

The Australian Consumer Law protects consumers by giving them certain guarantees when they buy goods and services. These are known as “Consumer Guarantees”. For further information, please refer to the [Australian Competition and Consumer Commission website](#).

You must provide proof of purchase to make a claim and Gencom reserves the right to decline an exchange, refund or repair where a fault is caused by misuse or neglect.

## How to return your Gencom purchase

- All Gencom purchases can be returned at any of our Branches or by getting in touch via our [Contact Us Page](#).

- Refunds can only be paid in the same tender as the original purchase or refunded to the account used to pay for the item in the case of a 30-day business account holder.
- Where a credit card attached to an original purchase cannot be produced, the refund will be processed to a Bank Account.