

Refund Policy of Capital Platform Group Pty Ltd

This Refund Policy ("Policy") applies to the following purchases: purchases through www.capitalplatformgroup.com

1. General

1.1. We offer refunds, repairs and replacements in accordance with the *Australian Consumer Law* and on the terms set out in this Refund Policy ("Policy").

1.2. Any benefits set out in this Policy may apply in addition to consumer's rights under the *Australian Consumer Law*.

1.3. Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

2. Australian Consumer Law

2.1. Under the *Australian Consumer Law*:

- (a) *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:*
 - (i) *to cancel your service contract with us; and*
 - (ii) *to a refund for the unused portion, or to compensation for its reduced value.*
- (b) *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.*

2.2. We offer refunds, repairs, and replacements in accordance with the *Australian Consumer Law*.

2.3. The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy products and services.

2.4. If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the *Australian Consumer Law*, the *Australian Consumer Law* will prevail.

2.5. Further information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*.

2.6. If a product or service which you purchased from us has a major failure (as defined

in the *Australian Consumer Law*) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.

2.7. If a product or service which you purchased from us has a failure which does not amount to a major failure (as defined in the *Australian Consumer Law*) then you may still be entitled to have the goods repaired or replaced.

3. Cancellation and Change of Mind

3.1. In the event that you receive the products or services you have purchased, as stated, but that you simply change your mind, we may, at our discretion, offer you a refund or exchange, provided that:

- (a) You notify us within 2 (two) days of receipt.
- (b) In the case of services, the services have not already been performed.
- (c) The following conditions are satisfied:
 - 1) It is substantially unfit for its common purpose.
 - 2) The service required can't be easily be solved within a reasonable time.
 - 3) It does not meet the specific purpose that being asked for.
 - 4) It creates an unsafe situation.
 - 4) Act of God.

4. Services Do Not Meet the Requirement

4.1. In the event that the services you ordered has not meet your requirement during servicing stage:

- (a) Please contact us as soon as possible via email.
 - (i) If the services have been provided more than 7-21 days; a maximum refund of 80% of the paid value can be refunded back to the nominated account; unless otherwise agreed or approved by the Director.
 - (ii) If the services have been provided more than 21 days, a maximum refund of 30% of the paid value can be refunded back to the nominated account; unless otherwise agreed or approved by the Director.

4.2. We will arrange to refund the agreed money, provided that you have contacted us within the following time from the date of receipt of the service: 14 days.

5. Exceptions

5.1. Notwithstanding the other provisions of this Policy, we may refuse to provide a refund for a service purchased by you if:

- (a) You misused the said service in a way which caused the problem.
- (b) You knew or were made aware of the problem(s) with the service before you purchased it.
- (c) You asked for a service to be done in a certain manner, or you asked for alterations to a service, against our advice, or you were unclear about what you wanted.
- (d) Any other exceptions apply under the *Australian Consumer Law*.

6. Shipping Costs for Returns

6.1. There is no shipping requirement in our services.

7. Response Time

7.1. We aim to process any requests for refunds within 7-14 working days of receipt.

8. How to Return Products

8.1. Since we are running paperless and most information are sent through email. We are not required to provide any hardcopies, unless otherwise specially required by the Client.

9. Contact Us

9.1. If you wish to speak to us about this Policy or about any refund, please contact us at: admin@capitalplatformgroup.com.

