

Dispatch

Products are dispatched within 2-5 business days after the payment has been received. Shipping rates are calculated at the time of the order based on the delivery address that has been entered. The delivery address cannot be changed once the payment has been received for the order. VoIPcloud makes every effort to update the information displayed for equipment specifications and features displayed on our website. However, this information should be used as a guideline only, and full specifications will need to be sourced from the manufacturer's website.

International shipping (to outside Australia)

Shipping to your delivery address may be subject to import duties and taxes, these are levied once a shipment reaches the destined country. Additional charges to clear customs must be made by the customer not VoIPcloud. Please note that customs duties and policies vary widely from country to country. VoIPcloud advises the customer to contact your local customs office for import information of equipment. Shipping of equipment to destinations outside Australia may be subject to customs inspections. Please note that VoIPcloud does not ship to destinations outside Australia, unless a prior agreement has been made between VoIPcloud and the customer.

Product warranty and return

All equipment sold by VoIPcloud, includes a 12 months manufacturer's warranty. Equipment purchased through VoIPcloud that is carried in stock, will be accepted for returns, up to 30 days from the purchase date if you are unhappy with the product. Returns will not be accepted for specially ordered equipment, that is not carried in stock.

Equipment that is returned within 30 days from the original purchase date will only be accepted if, the equipment is in a returnable condition. For equipment to be in a returnable condition, the equipment must be returned to VoIPcloud with all items included in an un-damaged state, from the original sale. This would include but is not limited to, manuals, cables, mounts, brackets or stands, disks, free software items, cardboard boxes, polystyrene packaging, etc. Please note that a 20% handling charge will apply for returns, with the exception of faulty items, which are subject to a full refund or exchange.

Returned products must be adequately wrapped to prevent damage during transit and a complete RMA form must be included with the returned package. An RMA form can be located on page 2 and must be completed for all returns, with a copy being emailed through to support@au.voipcloud.online, as well as an additional paper copy attached to the parcel that is being returned. Equipment returns will not be accepted without a complete RMA form. The cost of shipping is to be borne by the customer unless the equipment is being returned under the dead on arrival (DOA) terms. VoIPcloud does not accept liability for packages damaged during transit and proof of shipping is not proof of delivery. You are strongly advised to send your package by recorded delivery, registered post, or courier and maintain sufficient insurance to cover the value of the goods.

The manufacturer's warranty does not apply to any piece of equipment that has been subject to neglect, accident, abuse, misuse, misapplication, incorrect connection or that has been subject to repair or alteration not authorised or undertaken by VoIPcloud. Equipment returned under warranty will be subject to testing to replicate the fault explained in the completed RMA form. Should the fault be unable to be replicated and the product is deemed fully operational, VoIPcloud reserve the right to charge 30% of the original equipment purchased cost for testing and handling.

The consumer guarantees

These include guarantees that:

- We can give you the title to the goods;
- The goods are free of third party interests;
- The goods are of acceptable quality (within the meaning of the Australian Consumer Law)
- They are reasonably fit for any purpose you have disclosed to us, and for any purpose for which we represent that they are reasonably fit – and some other matters. You can obtain full details at www.consumerlaw.gov.au.

Return Merchandise Authorisation Form (RMA)

An RMA form must be completed in order for any returns to be accepted by VoIPcloud. Please contact support@au.voipcloud.online or call 03 906 77700 for current details on the returns address. The completed RMA must be emailed to support@au.voipcloud.online and a copy must be attached to the returned package.

Issue details

Account holder full name (print) and account number

Company name

Billing address

Issue description

Troubleshooting performed

Return details

Address line 1

Address line 2

State

Postcode

Account holder signature

*agreeing to all warranty, dispatch and returns terms and conditions.

Full name

Date