



Returns Policy

MEDION Australia Pty Ltd ACN 106 611 330 ("MEDION") is committed to customer satisfaction and complying with applicable consumer laws (including Australian Consumer Law). This Returns Policy applies to MEDION's goods branded "ALDImobile".

If you have further questions relating to this Returns Policy, please contact us by calling 2534 from your ALDImobile service (free call) or 1300 989 000 from any other phone (normal charges apply).

What products does our Returns Policy apply to?

MEDION's Returns Policy applies to all goods branded "ALDImobile" that we supply. This will normally be the SIM card supplied for use with your ALDImobile telephone service.

What do I do if my product is faulty?

At MEDION, we never want a faulty product, but unfortunately this happens from time to time. If you do experience a fault or defect with your goods, you should call us and we'll arrange repair or replacement. Please note that a fault or damage caused by you may incur a replacement fee.

The Australian Consumer Law

The Australian Consumer Law (brought into effect 1st January 2011) gives consumers a comprehensive set of rights for any goods purchased. These are called Consumer Guarantees, which means goods must be of acceptable quality and fit for the purpose they were designed for. Goods of acceptable quality will be:

- Fit for all the purposes for which goods of that kind are commonly supplied;
- Acceptable in appearance and finish;
- Free from defects;
- Safe and durable.

If goods fail to meet a guarantee, the consumer is entitled to a remedy in an attempt to right the fault (providing the goods were not used in an 'abnormal manner'). Should your goods fail to be of an acceptable quality due to a major failure you are entitled to a refund or replacement. A major failure is defined as:

- The goods are significantly different from the description, sample or demonstration model shown to the customer;
- The goods are substantially unfit for their normal purpose and cannot easily be made fit, within a reasonable time;
- A reasonable customer would not have bought the goods had they known there was a fault/defect; or
- The goods are unsafe.

If the failure is not major, you are also entitled to a repair or replacement within a reasonable timeframe or a refund if a repair or replacement is not feasible.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Goods purchased after 1st January 2011 are covered by the Australian Consumer Law. Any goods purchased prior to this are covered by the implied warranties and conditions in state and territory fair trading laws and the Trade Practices Act 1974.