

# REFUND POLICY

## RETURN POLICY

If you have any questions regarding returns you can contact us at [sales@sentech.co.nz](mailto:sales@sentech.co.nz) or call us on +64 9 928 1000

## RETURN BY MAIL

We're sorry it didn't work out. To return your product, please contact us at [sales@sentech.co.nz](mailto:sales@sentech.co.nz) to arrange shipping details.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

## REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a 7-10 business days.

If after the processing period if you haven't received your refund please contact us here or call us on +64 9 928 1000

## FAULTY GOODS / REPLACEMENT

We only replace items if they are defective or damaged. If you need to exchange a faulty item please send us an email at [sales@sentech.co.nz](mailto:sales@sentech.co.nz) to arrange replacement at no cost.