

Adrodex Purchasing & Returns Policy

Before purchasing anything from Adrodex, read the terms for what you're purchasing, and what you're entitled to as a consumer.

We operate primarily under **Australian Consumer Rights & Guarantees**, and as such have a particular standard every product is created to. We also offer some additional guarantees that we believe every consumer should have.

How we ensure the quality of your product

Every product available on Adrodex, regardless of vendor or country of origin, has been rigorously checked to ensure its quality. Our product moderation team tests every product personally before allowing it to be made public on the platform.

Here's the coverage the Consumer Rights & Guarantees gives you

If you believe any of the following to be true, you can request a refund or exchange from us directly (with reasonable evidence):

- The product does not do what you would normally expect it to do;
- What you received was not what was advertised or sold to you;
- What you purchased did not match the quality of any demonstration packages you tried, or;
- Anything else stated in your guarantees outlined at <https://www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees>.

Here's what we will & won't do

There are a few additional things we will cover you for, in case of an error on our side, or other unforeseen circumstances:

- If you don't receive anything after 24 hours, contact us with your proof of purchase (omitting sensitive details) and we'll look into it, and;
- Payment errors - if you were charged for something, but not given the correct confirmation, let us know and we'll do what we can.

We do not offer refunds, replacements or exchanges based on change-of-mind.

Because most purchases are digital, once you download something, you own it and cannot return it if you change your mind.

What you can do

If you believe any of the above to be true, you have the right to request a refund, replacement or exchange from us - and you are free to choose (exchanges must be of similar or less value).

To claim your remedy, contact us directly at:

support@adrodex.com

In the email, state your contention, including supporting evidence, and requested remedy. We'll get back to you as soon as we can with the next steps.

Specific Collection information

Some Collections contain specific information that may alter your purchasing decision, all of which is available below:

Springboard Collection:

- This series was not designed for, or tested on, devices that do not run Apple iOS or iPadOS 14. You are welcome to use them for purposes outside of that, however at your own risk.

Additional reading

You can find more information about your rights as a consumer at <https://www.accc.gov.au/consumers/consumer-rights-guarantees>. We strongly encourage you to read these documents before purchasing anything on our site.