



## **REFUND POLICY**

As a valued customer, please be aware of the terms and conditions of our refund policy.

### **Change of mind policy**

You may receive an exchange for the same value as the product you purchased (minus \$15 admin fee) if you

- Return the item within 14 days.
- Return it with a proof of purchase, such as a receipt or tax invoice given or sent.
- The item is in resalable condition, not damaged, unopened, unused and in its original packaging.
- If these requirements are not met, Livos reserves the right not to offer an exchange.

### **Return of extra quantity as suggested by Livos staff.**

You may receive a full refund of the purchased goods (no admin fee) if you,

- Return the item within 14 days.
- Return it with a proof of purchase, such as a receipt or tax invoice given or sent.
- The item is in resalable condition, not damaged, unopened, unused and in its original packaging.

If these requirements are not met, Livos reserves the right to offer a partial refund depending on the saleability of the goods.

### **Returns**

You may choose a refund or exchange if the product,

- Is unsafe
- Is faulty or is not of acceptable quality
- Is not fit for its intended purpose

### **Shipped goods**

All shipments should be inspected immediately upon arrival. Report any losses, short shipments, and damages to the shipper at once. All claims must be made within two days after arrival of shipment to wholesalers and immediately after the arrival of shipment for retail orders.

### **Ingredients and guarantee.**

In the manufacture LIVOS use only ingredients that can be well tolerated by humans and the environment. There is no testing on animals. There is no genetically modified raw material used. Ingredients used are printed on the label of each product. The manufacturer guarantees the quality of each product, however, neither the manufacturer nor Livos Australia Pty Ltd nor Anro Floorcare Pty Ltd can be held responsible for application or workmanship.

If a product is deemed unsatisfactory for whatever reason, the customer must give the reseller the opportunity to resolve the issue. If the products were not used as specified, verbally or written or other non Livos products were used, the request for refund, exchange or other is nullified.

Livos Australia, Bayswater may only offer refunds or exchanges on product purchased from Bayswater. Any issues in regards to quality or fault should be taken up with the place of purchase. The place of purchase will then contact the Livos head office to resolve the issue.

