

Mobile Essentials Sales Terms & Conditions

Updated May 2015

This Sales Terms and Conditions contains information about transactions made between customers and Mobile Essentials (ME2003 Pty Ltd, ABN 641 084 49770) in physical retail stores and website (online shop). By making transactions with Mobile Essentials (ME 2003), you agree to these Sales Terms and Conditions, as amended from time to time.

Table of Contents

1. Payment	2
2. Price Change	2
3. Exchange and Refund (Change of Mind).....	2
4. Exchange and Refund (Faulty Product)	2
5. Wrong Product or Delivery Issues	3
6. Customer Address	3
7. Shipping	3
8. Incorrect Installation.....	4
9. Changes or Modifications	4

1. Payment

Unless otherwise stated, all payments shall be due upon receipt of invoice.

2. Price Change

2.1 Retail and online prices of products are subject to change without notice.

2.2 There will be no credit given on order price difference, due to price drops.
Please select carefully at the time when you place your order.

3. Exchange and Refund (Change of Mind)

3.1 Mobile Essentials do not offer Refund for change of mind.

3.2 Mobile Essentials only offer exchange or Mobile Essentials credit notes for change of mind when all of following conditions are met:

- a) The product is NOT USED and come with ORIGINAL PACKAGE.
- b) Within 20 days from the date order dispatched and left the warehouse.
- c) With original receipt / tax invoice.
- d) Contact customer service team on 03 9800 2700 for exchange authorisation.
- e) Not the on-sale product.

3.3 No exchange will be made for damaged parts.

3.4 Customer is responsible for the delivery fees of exchange (include "send back from customer to Mobile Essentials" and "Mobile Essentials send product to customer again").

4. Exchange and Refund (Faulty Product)

4.1 Mobile Essentials offer exchange or refund for manufacturer faulty products within 20 days from the date of purchase (as the date shown on tax invoice).
If you have questions, please contact customer service team on 03 9800 2700 for details.

4.2 Mobile Essentials recommend you to check the product before use to ensure the product meets your standards. Also, if any faulty detected, please do not use the product and contact us as soon as possible.

5. Wrong Product or Delivery Issues

- 5.1 Any incorrect, missing or damaged items received must be reported to Mobile Essentials within 24 hours of you receiving the delivery.
- 5.2 If item(s) received is not what was ordered please do not open the sealed package in which it was sent.
- 5.3 Any attempt to use the incorrect item will be deemed to be acceptance by the customer of the item(s) as a satisfactory substitute for the one that was ordered and no further claim can be raised thereafter. This includes wrong colour, wrong model, or wrong style of the case compared with order description. Mobile Essentials owns the title of any extra goods shipped with your order that have been despatched in error.

6. Customer Address

- 6.1 You will receive an email notification on the time parcel left the warehouse. We are not liable for addresses changed after the parcel has left our warehouse.
- 6.2 To change the address on an order, you must
- a) email us to customerservice@mobileessentials.com.au;
 - b) or call customer support at (03) 9800 2700;
- before the parcel left our warehouse.
- 6.3 Under no circumstance will Mobile Essentials (ME2003) reimburse the item(s) or shipping fees for instances when the customer input the wrong address on their order.

7. Shipping

- 7.1 Mobile Essentials currently only ship to Australia.
- 7.2 Mobile Essentials currently offer two kinds of shipping method:
- a) Regular shipping – cannot track the order;
 - b) and Traceable shipping – Additional fee applied;
- The regular shipping is the default shipping method while customer may choose the traceable shipping with extra payment or place order over AU\$75.
- 7.3 Mobile Essentials charge AU\$5 for regular shipping on each order. Customer receives free regular shipping for orders over AU\$50 or free traceable shipping for orders over AU\$75.

7.4 Orders placed on weekdays before 2:00 PM AEST will be dispatched on the same day if the stock is available. Orders placed after 2:00 PM AEST may ship on the next day. For orders placed on Saturdays and Sundays, products will be dispatched on next Monday and be delivered as soon as possible.

7.5 The estimated delivery time is 2-5 working days.

8. Incorrect Installation

Under no circumstance will Mobile Essentials accept the return or exchange claim for item(s) that are damaged due to incorrect installation of the item.

9. Changes or Modifications

Mobile Essentials may amend these Sales Terms and Conditions from time to time. Mobile Essentials will notify customer any major change of these Sales Terms and Conditions at least 30 days prior to change.