

**REFUND POLICY OF Ideate Consulting ATF Ideate Investment Trust trading as
Robot My Life**

This Refund Policy ("Policy") applies to the following purchases: purchases through www.robotmylife.com.au, www.moebot.com.au and www.poolbot.com.au

1. General

- a. We offer refunds, repairs and replacements in accordance with the Australian Consumer Law and on the terms set out in this Policy.
- b. Any benefits set out in this Policy may apply in addition to consumer's rights under the Australian Consumer Law.
- c. Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

2. Australian Consumer Law

- a. Under the Australian Consumer Law:
 - i. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the goods, you are entitled
 1. to cancel the purchase; and
 2. to a refund for the price of the goods; and
 3. compensation for any damage or loss (whether direct or consequential) that was, or reasonably ought to have been, foreseeable by us.
 - ii. If the failure with the service does not amount to a major failure, you are entitled to to a re-supply of the goods within a reasonable time, or to cancel the purchase and be provided with a refund of any price paid.

- b. We offer refunds, repairs, and replacements in accordance with the Australian Consumer Law.
- c. The Australian Consumer Law provides a set of Consumer Guarantees which protect consumers when they buy products and services.
- d. If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the *Australian Consumer Law* will prevail.
- e. Further information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*.
- f. If a product or service which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.
- g. If a product or service which you purchased from us has a failure which does not amount to a major failure (as defined in the Australian Consumer Law) then you may still be entitled to have the goods repaired or replaced.

3. Cancellation and Change of Mind

- a. In the event that you receive the products or services you have purchased, as stated, but that you simply change your mind, we may, at our discretion, offer you a refund or exchange, provided that:
 - i. You notify us within 30 days of receipt.
 - ii. In the case of services, the services have not already been performed.
 - iii. The following conditions are satisfied:
 - Product has not been used
 - Product has not been damaged
 - Must be in original packaging
 - Must be shipped back with outer protective box

4. Products Damaged During Delivery

- a. In the event that the product you ordered has been damaged during delivery:
 - i. Please contact us as soon as possible.
 - ii. Any damaged product must be returned in the condition in which it was received, together with any packaging and other items which you received with the damaged product.
- b. We will arrange to repair or collect the damaged product and replace it with an equivalent product, or to refund it, provided that you have contacted us within 3 days from the date of receiving the product.

5. Exceptions

- a. Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:
 - i. You misused the said product in a way which caused the problem.
 - ii. You knew or were made aware of the problem(s) with the product or service before you purchased it.
 - iii. You asked for a service to be done in a certain manner, or you asked for alterations to a product, against our advice, or you were unclear about what you wanted.
 - iv. Any other exceptions that apply under the Australian Consumer Law.

6. 30 Day Returns Policy

- a. At Robot My Life we want you to love your purchase. If you're not completely satisfied, we're here to help.
- b. You have 30 days to return an item from the date you received it, helping de-risk gift giving and ensuring that your product is right for you or a loved one.
- c. To be eligible for a return, your item must be:
 - i. Unused and in the same condition that you received it
 - ii. In the original packaging.
 - iii. Accompanied by the receipt or proof of purchase
- d. If you wish to return a product it must be pre-authorized with our customer service team who can be contacted via the website or via this [link](#).

7. Refunds

- a. Once we receive your item you will be notified by email that we have received your product, we will then inspect your returned product within 10 business days from receipt of the product into our warehouse.
- b. We will notify you of the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment).
- c. You will receive the credit within 14 days, depending on your card issuer's policies.
- d. If the product is used or damaged it may be returned to you at your cost.

8. Shipping

- a. 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.
- b. Please note any item sent back unauthorised will not be accepted and returned to sender. Our team will liaise with you send you a return label and they will also ask if you wish to insure the returned item.

9. Response Time

- a. We aim to process any requests for repairs, replacements or refunds within 14 days of receipt.

10. Contact Us

- a. If you have any questions on how to return your item to us, contact us by clicking the link [here](#).