

Returns & Refunds Policy

At Airdolphin.com.au and Water & Energy Savers Pty Ltd we are committed to making your purchase experience as seamless and delightful as possible.

Return Policy

We allow the return of products in the following cases:

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| Within 3
days
of delivery | <ul style="list-style-type: none">• If the product is unused, unaltered and only the seal of package is broken• If there is physical damage to the box or to the product or product is used; we will not allow or accept return of the product.• The packet was empty / some item or accessory was missing at delivery• We will require photographic proof of the above prior to approving the return of the product. |
| Within 15
days
of delivery | <ul style="list-style-type: none">• Product is defective• Product is significantly different from description (wrong size, colour, quality or material related issues). |

To return a product, you can raise a return request at our helpline number 08 9386 2366 or email us at wes@water.net.au by providing us the following details:

- Copy of Invoice / Bill and the invoice number number
- Reason for return.
- Images clearly demonstrating the damage / missing product in the packet.

After receiving your request, our Customer Support department will confirm the return request and will inform you about the pickup process.

Important:

- The return packets must be adequately packaged and labelled.
- The final decision of the request will lie with Airdolphin.com.au and Water & Energy Savers Pty Ltd and cannot be contested.
- Returns received at Airdolphin.com.au and Water & Energy Savers Pty Ltd without any of the above valid reasons will be assessed.
- If the return is accepted a minimum 15% restocking fee and the original courier costs that will be deducted from credit due.

Cancellation & Refunds

- Cancellations will be considered only if the request is made within 2 hours of placing an order and if the shipping process is pending.
- If the cancellation request is received after the shipment is handed over to the logistics service provider, the same cannot be entertained.
- There is no cancellation of orders placed under the Same Day Delivery category.
- Once you request the cancellation of item(s) in your order, it will take us 7-14 business days to initiate a refund. You will receive an confirmation of the same by email.