

RETURN POLICY

We handle returns on a case-by-case basis with the goal of making our customers happy. We stand behind our goods and services and want customers to be satisfied with them. We'll always do our best to take care of customers as we passionately adhere to our company values to Be Respectful, Act with Integrity, and Be Courageous.

In order to be eligible for a refund, you have to return the product within 15 days maximum after receiving your order. Items must be returned unused, in the original packaging with all accessories in perfect condition. If the product is damaged in any way, or you have initiated the return after 30 calendar days have passed, you will not be eligible for a refund. Hydrogen Technologies recommend you return the goods by registered carrier or recorded delivery as the company cannot be held responsible for goods not received back. You shall be responsible for the cost of returning the goods for refund or exchange, except in the cases of faulty or damaged goods.

After we receive your item, our team of professionals will inspect it and process your refund. The money will be refunded to the original payment method you used during the purchase. For credit card payments, it may take 5 to 10 business days for a refund to show up on your credit card statement.

Please complete the *Product Return Form* then email a copy of the signed form and enclose it with your package. Kindly take note that returned products will only be accepted with the *Product Return Form* fully completed.

If anything is unclear or you have more questions, feel free to contact our customer support team.

PRODUCT RETURN FORM

CUSTOMER NAME	
ADDRESS	
EMAIL	
CONTACT NUMBER	

RETURNED ITEMS

Reason: Inspection, Maintenance Return of Product (without apparent defect)

Request: Inspection, Maintenance Replacement or exchange Credit Note

PRODUCT	QUANTITY	SERIAL NO	COMMENTS

Customer Signature: _____

Return of product (without apparent defect):

The items can be shipped back to us within 15 days maximum after receiving your order. Items must be returned unused, in the original packaging with all accessories in a perfect condition.

Return of product for inspection, maintenance:

The returned items must be carefully packaged, in original packaging (if possible) and must be complete with all accessories.

NOTES:

1. To return items, please complete this form, email to service@hydrogentechnologies.com.au and enclose in your package.
2. Return products will only be accepted with this form fully completed.

3. You shall be responsible for the cost of returning the goods for refund or exchange, except in the cases of faulty or damaged goods.
4. Hydrogen Technologies recommend you return the goods by registered carrier or recorded delivery as the company cannot be held responsible for goods not received back.