

# Return Policy

## 1 Introduction

This Returns Policy sets out the process and conditions under which a 360 manufactured or imported device (**Product**) may be returned to 360 International Trading Pty Ltd (ABN 34 645 024 362) or 360 International Trading NZ limited (NZBN 9429046581334) (together, '360', 'we' and 'us') by authorised retail partners (**Retailers**), or by their customers (**Customer/s**) (together 'you' as applicable).

The policy should be read alongside our Terms and Conditions of Trade and any other applicable terms or policies that may apply from time to time (**360 Policies**). Capitalised terms used throughout have the same meaning as given in our Terms and Conditions of Trade, which is available on our [website](#). Where any inconsistency arises, the Terms and Conditions of Trade shall prevail.

## 2 Scope

This policy applies to all Products supplied by 360 to Retailers within Australia and New Zealand under approved wholesale or distribution arrangements.

It governs returns by Retailers and by Customers who return Products directly to 360.

## 3 Returns eligibility

### (a) Delivery Damage or incorrect shipment

Products must be inspected upon delivery. Any visible damage should be rejected at delivery. Hidden damage, short or incorrect shipment claims must be reported within three (3) Business Days of proof of delivery. Claims submitted after this period may be declined.

### (b) Defective or Faulty Products

Where a Product is suspected to be faulty, you must notify us within three (3) Business Days of becoming aware. All returns must be pre-approved by 360.

Requests must include:

- (i) name and address of the returnee;
- (ii) original purchase order or proof of purchase;
- (iii) product code, serial number, description, and quantity; and
- (iv) reason for return (with supporting photos and/or videos where applicable).

Unauthorised returns will not be accepted and may be returned to you at your cost.

We will assess the claim and determine what remedy is appropriate. All Products must be inspected by 360 (or its authorised agent) before any remedy is issued.

Where 360 has approved a remedy that is to be implemented by a Retailer, that Retailer must facilitate the remedy directly with the customer. A Retailer must not refuse assistance to an end customer or direct them to contact 360 without prior authorisation.

### (c) Product recalls

In the event of a Product recall, we will issue written instructions and cover the cost of return freight for affected Products. Where an order also covers Products that are not subject to a

recall, you must promptly confirm if you will proceed with the Order for those other Products that are not subject to the recall.

(d) **Non-returnable**

The following returns are not accepted under any circumstances:

- (i) change of mind;
- (ii) unsold inventory or overstock;
- (iii) discontinued or clearance stock;
- (iv) fair wear and tear; or
- (v) Products damaged due to improper storage, handling or use.

#### **4 Direct Customer Returns**

Where applicable, Customers should first contact their Retailer from whom their Product was purchased for a refund, replacement, or repair.

If a Customer sends a Product directly to 360 without first contacting the Retailer, 360 will assess the Product in line with its standard processes, including providing information to the Customer if the original Retailer will be involved in ongoing management or resolution of their claim.

All returns, including those from Customers, must comply with the Return Conditions outlined below.

#### **5 Return Conditions**

All returned Products must be in original packaging, with all labels, barcodes, and accessories intact, and sent to the return address nominated by us. You must ensure returned Products are packed securely to prevent transit damage.

Products returned for assessment following use by a Customer must be cleaned in accordance with any applicable 360 Policies and emptied and free from contaminants (including, but not limited to, pest infestation, animal waste, or other hazardous materials). We may refuse to inspect or repair any Product that presents a health or safety risk until it has been properly emptied and cleaned of all contaminants. Customers will be responsible for any shipping costs associated with returning the Product to you for cleaning (where a health or safety risk exists).

Any Products sent back to us, must be sent via a delivery service that provides tracking numbers. We accept no responsibility for any damage to Products during transit back to us. Products are not considered received by us unless a signed proof of delivery can be provided upon request.

Products returned damaged, incomplete, or without proper identification may be rejected.

If you return a Product that is not covered under warranty or the consumer guarantees or requires cleaning prior to assessment (where no health or safety risk exists), you may be liable for the associated costs. We will contact you before proceeding, clearly explain any such costs, and give you the option to decide whether you wish to continue.

#### **6 Remedies**

Remedies will be provided within a reasonable timeframe in accordance with 360's warranty policies, Terms and Conditions of Trade, any other applicable terms or policies, or where

relevant, under applicable Consumer Law. 360's decision regarding remedies will be final, unless otherwise required by Consumer Law.

If we determine a Customer is entitled to a refund, the refund will be processed by the Retailer from whom the Customer purchased the Product.

## **7 Amendments**

Any Order placed by you, or return issued by you, is deemed to be confirmation that you accept this Returns Policy.

This Returns Policy may be amended at any time without prior notice by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Return Policy.

## **8 Contact Us**

If you have any enquiries regarding a return or this Returns Policy, please contact our Team at [info@360intl.com.au](mailto:info@360intl.com.au).

**Last updated:** 1 November 2025