

Refund Policy – LOWFOCUS

Effective Date: 9th April 2026

This Refund Policy outlines your rights and our obligations in relation to returns, refunds, and exchanges.

1. Australian Consumer Law

Under the **Australian Consumer Law**, you are entitled to a repair, replacement, or refund if a product:

- Has a major fault
- Is not as described
- Is not of acceptable quality
- Is not fit for its intended purpose

This policy does not override your rights under Australian Consumer Law.

2. Change of Mind

We do not offer refunds or exchanges for change of mind.

Please choose carefully before making a purchase.

3. Faulty or Incorrect Items

If you receive a faulty, damaged, or incorrect item, please contact us within a reasonable time at:

info@lowfocus.com.au

Include:

- Your order number
- A description of the issue

- Photos of the item (if applicable)

We will assess your request and, where required under Australian Consumer Law, provide a replacement, repair, or refund.

4. Return Process

If a return is required:

- We will provide instructions via email
 - Items must be returned in their original condition where possible
 - Return shipping may be covered depending on the circumstances (e.g. faulty item)
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5. Refunds

- Approved refunds will be issued to the original payment method
 - Processing times may vary depending on your payment provider
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6. Contact

For any questions regarding returns or refunds, please contact:

LOWFOCUS

Email: info@lowfocus.com.au