Refunds and returns.

Online purchases, delivery problems and faulty products: the correct process for each situation.

1. Your rights and this policy

This policy applies to purchases from FiSHAW Technology Pty Ltd. It explains our voluntary change-of-mind offer for online sales and how to raise a problem with a product or delivery. The voluntary offer is separate from your rights under the Australian Consumer Law.

The seven-day period, condition requirements and original-packaging rules below apply to change-of-mind returns only. They do not limit a statutory remedy for a faulty, damaged, incorrect or otherwise non-compliant product. Contact FiSHAW if you are unsure which process applies.

2. Online e-bike change-of-mind returns

Request the return within seven days of first receiving your e-bike. The bike must be in its original condition, have no more than 2 km added since you received it, and be returned in its original packaging. Include the equipment and items originally supplied with the bike, such as the battery, charger and keys, as applicable.

The 2 km allowance is measured from the reading when you first received the bike, rather than assuming that its delivery reading was zero. Keep a record of that reading if possible. Stop using the bike once you decide to request a change-of-mind return so that its condition and added distance remain within this offer.

Returns are by prior arrangement. You pay change-of-mind return freight and the refund excludes the original delivery fee. The seven-day requirement is the time to request the return; FiSHAW will confirm the agreed return arrangements after your request.

3. Online parts and accessories

Request a change-of-mind return within seven days of first receiving the item. The item must be unused and in its original packaging, with the items originally supplied. Returns are by prior arrangement, you pay return freight, and the refund excludes the original delivery fee.

These voluntary offers concern online purchases, including an online purchase collected by arrangement. They do not create a separate trial or change-of-mind promise for an in-person sale. Any additional promise actually given with a purchase will still be honoured, and consumer guarantees remain applicable.

Arranging a return.

Contact FiSHAW first so that the item, return method and freight responsibilities can be confirmed.

4. What to send with your request

Email info@fishaw.com or call 07 2802 3346. Provide your name, contact details, order reference or other proof of purchase, the item concerned, its delivery date and your reason for requesting a return. For an e-bike, include the model and the distance added since receipt where relevant to a change-of-mind request.

Photos of the item, packaging or damage can help us understand its condition, but do not dismantle equipment or ride an unsafe bike to provide evidence. If a document or image is unavailable, tell us so that we can discuss other reasonable information.

5. Return instructions and packing

Wait for FiSHAW to confirm the return destination, packing requirements, carrier arrangements and any freight costs you need to agree to. Do not send a bike to a correspondence address or arrive at a warehouse without an appointment. Include the order or return reference with the shipment so it can be identified.

For a change-of-mind return, retain and use the original packaging and protective materials. Follow the model's packing instructions and contact us if you need help preparing it. For a claim about a faulty product, original packaging is not required by consumer law; discuss suitable safe packing with FiSHAW instead.

E-bikes and their lithium batteries can have special transport requirements. Contact FiSHAW before arranging battery or e-bike freight, particularly if a battery is damaged or suspected to be unsafe. Do not send it through ordinary post or a carrier without confirming that the shipment is permitted and that the applicable instructions will be followed.

6. Freight and records

Keep the collection or lodgement record, tracking number and freight receipts. If a return is delayed, lost or damaged, tell FiSHAW promptly so that the available tracking information and carrier arrangements can be checked. Responsibility will be considered according to the agreed arrangements and applicable law, rather than a blanket exclusion of all transit claims.

If you request a different collection method or extra service, we will explain any proposed charge before you agree. A claim or enquiry alone does not authorise an additional charge. Freight for faulty products and approved warranty claims is addressed on page 4.

Delivery issues and faults.

Help us understand what happened while preserving your right to an appropriate remedy.

7. Damage, incorrect items or missing parts

Inspect your delivery when reasonably practicable and contact FiSHAW promptly about visible damage, an incorrect item or missing contents. Keep the packaging, delivery label and photographs where possible so the issue can be investigated. Report hidden damage when you discover it. There is no short reporting deadline in this policy that automatically removes a statutory right.

Stop using equipment that may be unsafe. Tell us whether the problem appears to concern the packaging, the item itself or something missing from the order. FiSHAW will investigate and explain the proposed remedy. We will not direct you to resolve our seller obligations solely with a courier or component manufacturer.

8. Faulty products and assessment

Contact FiSHAW with a description of the problem and reasonable proof of purchase. We may need further information, inspection or testing to assess the cause and appropriate remedy. Original packaging, an unused condition or a change-of-mind deadline is not a prerequisite to a statutory claim about a faulty product.

For a major failure under the Australian Consumer Law, you may be entitled to choose a refund or replacement. Other failures must be remedied as required by law, including a repair within a reasonable time where applicable. A commercial warranty's expiry does not automatically end consumer-guarantee rights.

9. Condition concerns on a voluntary return

FiSHAW will inspect a change-of-mind return against the conditions on page 1. If the item appears used, damaged, incomplete, outside the distance allowance or otherwise outside that offer, we will explain what was found and discuss the next step. We may decline a voluntary return that does not meet the offer's conditions, while separately considering any statutory claim.

We will not impose an undisclosed automatic restocking fee or authorise repair work merely because an item has been returned. Any proposed alternative, deduction or additional service must be explained and agreed where required by law. A condition dispute does not permit us to disregard a product defect or consumer guarantee.

Refunds, costs and contact.

We distinguish a voluntary return from a remedy that the law requires.

10. Costs and processing

For an eligible change-of-mind return, you pay return freight and the refund excludes the original delivery fee. Where a faulty product gives rise to a statutory remedy, the costs and reimbursement required by consumer law apply. If an approved warranty claim requires a return, FiSHAW arranges and pays for return freight. Send receipts for expenses to be reimbursed with your claim details.

FiSHAW aims to contact you within 24 business hours and to process repair, replacement or refund requests within 48 hours of receiving them. These are request-handling targets, rather than a promise that a repair or bank credit will be completed within 48 hours. We will explain any inspection or further information needed and keep you informed.

An approved refund is generally returned through the original payment method unless another lawful arrangement is agreed. Bank or payment-provider processing can affect when funds appear. Contact FiSHAW if an advised refund has not appeared so it can be traced.

11. Cancellations, exchanges and review

Contact us as soon as possible if you need to cancel or change an order. We will check its status and confirm what can be arranged; a dispatch already underway may need a return process. Ask about an exchange before ordering a replacement so availability, any price difference and freight can be confirmed. Consumer-law cancellation and remedy rights remain unchanged.

If you disagree with a decision, ask FiSHAW for the reasons and provide any additional information. You may also seek assistance from the relevant state or territory consumer affairs or fair trading agency.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this policy excludes, restricts or modifies rights or remedies that cannot lawfully be excluded.

Contact details

FiSHAW Technology Pty Ltd (ABN 29 632 636 205). Unit 15, 20 Ereton Dr, Arundel, Gold Coast, Queensland. Email: info@fishaw.com. Phone: 07 2802 3346.

The address is for correspondence. Return destinations and visits are confirmed privately by prior arrangement.