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#### 4. Replacement of Damaged USB (Return & Resend Policy)

Dugong Scrapers operates on a **final sale basis with no change-of-mind refunds**, in accordance with the **Australian Consumer Law**.

- ✓ No refunds for change of mind
- ✓ Damaged items will be replaced

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#### Eligibility for Replacement

A replacement USB will be provided where:

- The item is **damaged in transit** or **faulty prior to use**, and
- The issue is reported within **48 hours of delivery**, and
- Proof of damage is provided

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#### Return Requirement

To receive a replacement:

- The original USB must be **returned to the Dugong Scrapers return address**
- The customer must provide:
  - **Proof of return shipment (tracking receipt)**
  - **Evidence of damage (photos of item and packaging)**

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#### Replacement Dispatch

Once proof is provided that the item has been **returned to Dugong Scrapers**:

**→ A replacement USB will be dispatched at no additional cost**

- Dispatch will typically occur within **48 hours of return confirmation**
- The replacement will be sent:
  - To the **same delivery address**
  - To the **same nominated recipient**
  - Using **tracked shipping with signature required**

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#### Limitations

- Replacement is issued **once only per order**
  - No replacement is provided unless required under the **Australian Consumer Law** (e.g. major failure)
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## **Policy Position**

Dugong Scrapers policy is:

- ✓ All sales are final
  - ✓ No refunds for change of mind
  - ✓ Damaged or faulty items are **replaced after return and verification**
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