



Orange Rentals Australia

15/64 Bannister Rd Unit #164

Canning Vale WA 6155

Return and Refund Policy

We want you to be completely satisfied with your purchase! If you're not, we're here to help.

Returns

Orange Rentals Australia has a returns policy aligned with the manufacturer's warranty. If your product is unfit for purpose due to a manufacturer's defect, please contact the manufacturer for troubleshooting or assistance with repair or replacement. We are always here to help ensure your product is fixed or replaced promptly.

- If your product is damaged during transport upon delivery, Orange Rentals Australia will replace it with an identical, undamaged product.
- If the product you receive differs from what you ordered as outlined in your consumer lease agreement, we will arrange for its return and replacement at our cost, provided the product has not been used.
- You have **7 days** to return an item from the date you received it.
- To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.
- Please provide a receipt or proof of purchase to complete your return.

Refunds

- Once we receive your returned item, we will inspect it and notify you that we have received it.
- If your return is approved, we will initiate a refund to your original payment method.
- You will receive the credit within 7 business days, depending on your card issuer's policies.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item for the same product, email us at hello@orangerentals.com.au

Return Shipping

- You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.
- If you receive a refund, the cost of return shipping will be deducted from your refund.

Late or Missing Refunds

- If you haven't received your refund within the expected timeframe, please first check your bank account and contact your credit card company, as there may be processing delays.
- If you've done all this and still haven't received your refund, please contact us at **hello@orangerentals.com.au**

Warranty

Orange Rentals Australia provides full product support throughout consumer lease term, and all products come with the manufacturer's warranty. These warranties are in addition to your consumer rights under Australian Consumer Law. Manufacturer warranties may or may not extend beyond the consumer lease agreement period, but they do not override or limit consumer guarantees under Australian Consumer Law. We work closely with all customers to support them during the agreement period and strive to offer the best after-sales support possible. Our client relations specialist are available Monday – Friday between 9am and 4pm in your capital city.