



SGTA – E-Commerce Returns, Refunds & Exchanges Policy

Effective Date: 01 July 2026

This Returns, Refunds & Exchanges Policy applies to products purchased online through the Specialised Gas Technologies Australia Pty Ltd (SGTA) website at www.sgta.au.

This policy should be read together with our Terms & Conditions, Shipping & Delivery Policy and any product-specific warranty conditions.

Nothing in this policy excludes, restricts or modifies any rights or remedies available to you under the Australian Consumer Law (ACL) or any other rights that cannot lawfully be excluded.

1. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

If a product fails to meet a consumer guarantee, you may be entitled to a repair, replacement, refund or other remedy depending on the nature and seriousness of the problem.

A major problem may entitle you to choose between a refund or replacement.

Where a problem is minor and can be repaired, SGTA may choose to repair the product within a reasonable time.

Your rights under the Australian Consumer Law apply independently of any manufacturer's warranty or other warranty provided with the product.

2. Faulty, Damaged or Incorrect Products

Please contact SGTA as soon as reasonably possible if:

- a product arrives damaged;
- you receive an incorrect product;
- an item is missing from your order;
- a product is faulty or not operating as expected; or
- the product does not match its description.

Email: sales@sgta.au

Phone: +61 3 9408 9841

Please provide your:

- name and company name, if applicable;
- order or invoice number;
- product details;
- description of the issue; and
- photographs, video or other information showing the problem where reasonably practical.

SGTA may need to inspect or assess the product before confirming the appropriate remedy.

Please do not return a product to SGTA without first contacting us so that we can provide return instructions.

3. Return Freight for Faulty Products

Where a product is confirmed to have a fault or other problem covered by the Australian Consumer Law, SGTA will meet or reimburse reasonable return freight costs where required by law.

Depending on the size, weight and nature of the product, SGTA may arrange collection or provide specific return instructions.

Please retain receipts for any return freight costs that SGTA has authorised you to incur.

4. Change of Mind

SGTA is not required to provide a refund, exchange or credit where you:

- change your mind;
- order the incorrect product;
- no longer require the product;
- find the product cheaper elsewhere; or
- incorrectly assess whether a product is suitable for your application

However, SGTA may agree, at its discretion, to accept a change-of-mind return.

Requests for a discretionary return must be made within **14 days of delivery**.

To be considered for return, the product must:

- be unused and in new, saleable condition;
- be complete with all accessories, manuals and components;
- be returned in its original packaging where applicable; and
- not have been installed, commissioned, calibrated, modified, programmed or configured specifically for the customer.

Approval must be obtained from SGTA before the product is returned.

Acceptance of a change-of-mind return is at SGTA's discretion and does not affect any rights you may have under the Australian Consumer Law.

5. Products Not Normally Accepted for Change-of-Mind Returns

Unless otherwise agreed by SGTA, we do not accept change-of-mind returns for:

- specially ordered or non-stock products;
- custom-made or customer-specific products;
- products specifically configured, programmed or modified for the customer;
- calibrated equipment or products supplied with customer-specific calibration requirements;
- opened consumables;
- used or installed equipment;
- products that cannot safely or legally be returned through normal freight channels;
- clearance or discontinued products where identified as such at the time of purchase; or
- products that are not in a condition suitable for resale.

These exclusions apply only to change-of-mind returns and do not limit your rights where a product is faulty or otherwise fails to meet a consumer guarantee.

6. Gas Cylinders and Dangerous Goods

Some products sold by SGTA, including gas cylinders or other regulated items, may be subject to transport and dangerous-goods requirements.

Do **not** return a gas cylinder or other dangerous or regulated product to SGTA without first obtaining return instructions from us.

Standard postal or courier services may not be suitable for these products.

SGTA will advise the appropriate return method where a return is authorised or required.

7. Return Freight for Change-of-Mind Returns

Where SGTA approves a change-of-mind return:

- the customer is responsible for the cost of returning the product to SGTA;
- original delivery charges are not refundable unless otherwise agreed;
- the customer is responsible for ensuring the product is appropriately packaged for return transport
- SGTA is not responsible for damage occurring during return transport where the freight has been arranged by the customer.

We recommend using a tracked and appropriately insured freight service.

8. Restocking and Handling Charges

Where SGTA agrees to accept a change-of-mind return, a reasonable restocking or handling charge of 15% of the product value may apply.

Any applicable charge will be advised and agreed before the return is accepted.

A restocking or handling charge will not be applied where doing so would limit a customer's rights or remedies under the Australian Consumer Law.

9. Exchanges

Where SGTA approves an exchange for a change-of-mind purchase, the replacement product may be supplied once the returned product has been received and inspected.

Any:

- difference in product price;
- additional freight charges; or
- applicable restocking or handling charges

must be paid before the replacement product is dispatched.

Where an exchange relates to a faulty or non-conforming product, the customer's rights under the Australian Consumer Law will apply.

10. Refunds

Where a refund is approved, SGTA will process the refund using the original payment method where reasonably practicable.

Please allow reasonable processing time for the refund to appear in your account. Processing times may vary depending on your bank or payment provider.

Unless required by law or otherwise agreed by SGTA, original delivery charges are not refundable for change-of-mind returns.

11. Proof of Purchase

SGTA may request proof of purchase when processing a return, refund, repair or replacement.

Suitable proof may include:

- an SGTA order confirmation;
- tax invoice;
- receipt;
- order number

12. Incorrect Product Selection

SGTA provides product information to assist customers in selecting appropriate equipment.

Where you are unsure whether a product is suitable for your application, we strongly recommend contacting SGTA before ordering.

A product will not be considered faulty merely because it is unsuitable for an application that was not disclosed to SGTA before purchase.

Nothing in this section limits your rights where you relied on SGTA's advice regarding a particular purpose and the Australian Consumer Law provides a remedy.

13. Cancelling an Order Before Dispatch

If you wish to cancel or amend an online order, please contact SGTA as soon as possible.

Where an order has not yet been processed or dispatched, we will make reasonable efforts to accommodate the request.

Orders for specially ordered, custom, configured or non-stock products may not be able to be cancelled once SGTA has placed the order with its supplier or commenced preparation of the product.

Any cancellation rights available under the Australian Consumer Law continue to apply.

14. How to Request a Return

Before returning any product, please contact SGTA at:

Specialised Gas Technologies Australia Pty Ltd (SGTA)

Email: sales@sgta.au

Phone: +61 3 9408 9841

Website: www.sgta.au

Return Address: 49 Willandra Drive, Epping Vic 3076

Please do not send products to SGTA without prior authorisation.

Where a return is approved, SGTA will provide instructions regarding packaging, freight and any return reference information required.

15. Policy Updates

SGTA may update this policy from time to time.

The version of this policy published on our website at the time of purchase will apply to any voluntary change-of-mind rights offered by SGTA, subject always to rights and remedies available under applicable law.