



SGTA – Complaints, Disputes & Feedback Policy

Effective Date: 01 July 2026

SGTA welcomes feedback and is committed to resolving complaints fairly, promptly and practically.

Nothing in this policy limits any rights or remedies available under the Australian Consumer Law.

1. Feedback

We welcome comments, suggestions and feedback about our products, services and customer experience.

Feedback can be sent to: **Email:** sales@sgta.au. **Phone:** +61 3 9408 1490

2. Making a Complaint

If you are dissatisfied with a product, service, order or interaction with SGTA, please contact us and provide:

- your name and contact details
- order, invoice or quotation number, where relevant
- a brief description of the issue
- the outcome you are seeking
- any relevant supporting information or photographs

SGTA aims to acknowledge written complaints within **2 business days** and provide a response or proposed resolution within **10 business days**, where reasonably practicable.

Some matters may take longer where technical assessment, product inspection or manufacturer input is required. If so, we will keep you informed.

3. Resolving Your Complaint

Depending on the circumstances, SGTA may resolve a complaint by providing clarification, technical support, repair, replacement, refund, credit or another appropriate remedy.

Where a complaint relates to faulty or non-conforming goods, your rights under the Australian Consumer Law will apply.

If you are not satisfied with our initial response, you may request an internal review by a senior SGTA representative.

If we are unable to resolve a consumer dispute directly, you may seek assistance from Consumer Affairs Victoria or another relevant consumer protection or dispute-resolution body.

4. Respectful Communication

SGTA will treat customers raising complaints with courtesy and respect and expects the same in return.

We may place reasonable limits on abusive, threatening, harassing or unreasonably repetitive communication while continuing to address any legitimate underlying issue.

5. Contact Us

For questions, requests or complaints concerning privacy, please contact:

Specialised Gas Technologies Australia Pty Ltd (SGTA)

Phone: +61 3 9408 9841. **Email:** sales@sgta.au. **Website:** www.sgta.au