

# Refunds and Returns Policy

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## ***Document Type – Terms & Conditions***

Alcolizer Technology is not required to provide a refund or replacement if you change your mind. Alcolizer will, at its absolute discretion, accept a return of goods in these instances where the product remains in acceptable condition and will provide a credit only. The value of the credit will be equivalent to the original sale price less a 20% re-stocking fee. No return of Druglizer Cartridges will be accepted for a change of mind under any circumstances.

However, you can choose a refund or exchange if the product you have purchased has a major fault.

Alcolizer Technology will accept product returns and provide you with a refund or exchange where the product:

- has a problem that would have stopped someone from buying the product if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed

If you believe you have purchased a faulty product, you should provide proof of purchase to receive a refund or replacement product.

Alcolizer Technology reserves the right to decline an exchange, refund or repair where any product fault is caused by misuse, neglect or suspected to be serviced by a non-approved Alcolizer service centre.

If the problem is not major, we will repair the item within a reasonable time. If it is not repaired within a reasonable time you can choose a refund or replacement.