

VINCERE

AUSTRALIA

Vincere Australia

758 Ann Street, Fortitude Valley, QLD, 4006

This document was last updated on 14 July 2021.

Consumer Guarantees

Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. For major failures with the service, you are entitled to: cancel your service contract with us; and a refund for the unused portion or compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund for any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Please note that all purchases of Vincere Australia's single entry tickets and Vincere Pro Memberships are non-refundable. Once a purchase is made, no refunds will be issued for any reason, including but not limited to, changes in circumstances, dissatisfaction, or non-usage. We encourage you to review your selection carefully before proceeding with the purchase. Your understanding and agreement to this no refund clause is appreciated.

Faulty Goods Returns

If you believe you have purchased a faulty product, you must provide proof of purchase to receive a refund or replacement product. Proof of purchase may be your original register receipt, credit card statement or any other form of evidence.

Vincere Australia may have the faulty product assessed by a third-party certified repair agent to determine the nature and cause of the fault. Vincere Australia reserves the right to decline an exchange, refund or repair where any product fault is caused by misuse or neglect.

General Note about Returns

You must provide proof of purchase to make a claim and Vincere Australia reserves the right to decline an exchange, refund or repair where a fault is caused by misuse or neglect.

Refunds can only be paid in the same tender as the original purchase or refunded to the account used to pay for the item in the case of a 30-day business account holder.

Privacy

Vincere Australia takes the privacy of customer data seriously. Please be aware that data (including, but not limited to, images, music and video) may be lost during the repair process of electrical and electronic products. It is the responsibility of the customer to ensure that all personal data is deleted before the product is returned to Vincere Australia.

Information on how we collect, use and store personal information can be found [here](#): Personal information collected from you at the time of the return will only be used for the purpose of verifying and processing the return

If you have any questions about this document, please contact our Customer Care team via email info@vincere.com.au