

## Video Support Calls

At Learning Online, we are committed to providing quality products and excellent service. Please review the following policies regarding kit warranties, deliveries, and returns to ensure a smooth experience.

### Warranty of Products

All electrical products include a one-year warranty in accordance with consumer rights, however, improper use that does not align with the manufacturer's instructions may void the warranty.

To avoid any potential issues, we strongly recommend waiting until you receive official user instructions before handling or testing the products.

For non-electrical items, warranty coverage is based on what is reasonable given the cost and quality of the product. In some cases, the item may need to be returned to the manufacturer for assessment, especially if it has been used extensively or was purchased some time ago. If an issue arises, we may request:

- The product to be returned for inspection.
- Photo evidence to help determine the cause of the issue.

For technical items (e.g., cameras, drills, LED lamps), our suppliers will assess whether the product has been used correctly.

## Damaged Items

We take great care in ensuring that all products meet expected quality and performance standards.

### Reporting Damaged Items

If an item arrives damaged, please contact us as soon as possible, ensuring your report is made within 30 days of delivery.

To assist with your request, we require:

- A photo of the damaged item.
- A description of the damage.

### Important notes

If the damage is found to be due to user error or misuse, it will not be covered under warranty.

Do not dispose of damaged items before contacting us, as we cannot process replacement for discarded products.

If you receive damaged items, you are not entitled to cancel the contract or request a refund. Instead, we will provide a solution by either:

1. Replacing the product with an equivalent item, or
2. Repairing the item / Covering the cost of repair.

## Missing Items

Before submitting a claim for missing items, please:

1. Double-check the kit contents against the provided checklist
2. Take a photo of all items received in the kit, ensuring the products are unpacked with labels facing up.

Missing item claims must be submitted within 30 days of delivery.

## Kit Contents & Usage

Your kit is designed to provide everything needed for your assessments, however, if you need/choose to repeat practical exercises multiple times, you may need to replace consumable items at your own expense. Due to availability, some kit items may be substituted for equivalent alternatives of the same quality.

Some products may have expiry dates. It is your responsibility to use them before they expire. Some products have period-after-opening expiry dates (e.g., glues, solvents). These typically apply from the moment a product is opened. Do note that a product that is technically within listed expiry periods may still be expired and unsuitable for use. It is your responsibility to monitor and replace expired items.

## Product Refunds

Once your kit has been dispatched, refunds are **not available**.

Refunds under the Consumer Warranties and Refunds Act are generally only applicable:

- Within a reasonable timeframe after receiving the products.
- Before the product has been used.

A change of mind or finding the product cheaper elsewhere is **not** a valid reason for a refund.

## Kit Delivery & Tracking

Kits are shipped with a number of different carries and tracking details provided within 7 to 14 days of enrollment.

If you are not available at the time of delivery, you may request for the package to be left in a safe place. Kits left in a safe place by your request are **not** covered by insurance. If the package goes missing, or is stolen, **you will be responsible for replacement costs**. These costs vary depending on the kit.

We recommend, if possible, that you request for the package to be sent to the carrier's local post office or depot instead of leaving it in a 'safe place' if you are not available at time of delivery. Please check with the carrier for a timeframe for package pick up.

### **Kit Not Delivered?**

You will receive tracking information from both us and the supplier. If your kit has not arrived after 3 weeks of the kit order, it is your responsibility to notify us.

If you are not home at the time of delivery, the kit will be directed to the carrier's local post office/depot. You must collect your kit from the specified location as soon as possible to prevent it being returned to the supplier. Failure to pick up your package within the carrier's recommended pickup timeframe may result in it being sent back to the supplier. If this occurs, a re-delivery fee will apply for the supplier to skip a new kit to you.

### **Kit Returns**

If your enrollment is canceled after receiving your kit, you must return it to the address provided by our Support Help Desk.

To qualify for a full refund, the kit must be unused and unopened. If the kit has been opened or used, you will be responsible for its cost.

We are here to support you throughout your learning journey! If you have any further questions, please don't hesitate to contact our support team!

**Find further information regarding consumer rights in your country below:**

**Australia**      [Warranties and Refunds Guide](#) - The ACCC

**New Zealand**      [Consumer Rights and Complaints](#) - New Zealand Government

**Canada**      [Federal Consumer Protection Legislation](#) - Government of Canada