

TERMS AND CONDITIONS

SHIPPING

Definitions

For the purposes of this Disclaimer:

"Company" (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Aquaria Water Systems Pty Ltd

"Goods" refers to the items offered for sale on the Service.

"Orders" means a request by You to purchase Goods from Us.

"Service" refers to the Website.

"Website" refers to www.aquariawater.co.

"You" means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Thank you for visiting and shopping at Aquaria Water Systems Pty Ltd.

Domestic Shipping Policy

Shipment processing times All Orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or public holidays. If We are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of Your Order, We will contact You via email or telephone.

Shipping rates & delivery estimates

Shipping charges for Your Orders will be calculated and displayed at checkout.

Shipping method (Australia Domestic): We use a domestic carbon neutral courier for all Australian domestic deliveries. Estimated delivery time: 7-14 business days

Shipping method (International): Terms of international delivery will be provided at time of purchase with shipping costs. This is provided upon special request at this time.

Shipping method (Local Collection): Local collection of units from Sydney can be arranged by contacting us by special arrangement. At times this may not be available and we cannot guarantee that local collection will be provided. In that case courier shipping will be required.

Delivery delays can occasionally occur in specific circumstances. We will do our best to keep you updated should this arise.

Shipment to P.O. boxes or APO/FPO addresses

Aquaria Water Systems cannot offer delivery to PO Boxes or APO/FPO addresses.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation Email once Your Order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Customs, Duties and Taxes

Aquaria Water Systems is not responsible for any customs and taxes applied to Your Order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes).

Aquaria Water



PURE WATER MADE FROM AIR

Damages

Aquaria Water Systems is not liable for any products damaged or lost during shipping. If You received Your Order damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

Contact Us

If you have any questions about this Shipping Policy, You can contact Us:

- By visiting our contact page on our website.
- By sending us an email: hello@aquariawater.co

REFUNDS

Return & Refund Policy

Our Return and Refund Policy was last updated 17 May 2022.

Thank you for shopping at Aquaria Water Systems. If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns. The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural. Definitions For the purposes of this Return and Refund Policy:

“Company” (referred to as either “the Company”, “We”, “Us” or “Our” in this Agreement) refers to Aquaria Water Systems Pty Ltd

“Goods” refers to the items offered for sale on the Service.

“Orders” means a request by You to purchase Goods from Us.

“Service” refers to the Website.

“Website” refers to www.aquariawater.co.

“You” means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Terms of Returns

We have the right to refuse a return of Goods on the but not limited to the following basis.

Change of mind

After which time reasonable attempts to correct any issues has been resolved and agreed to by both parties.

That You have not damaged goods upon receipt of delivery.

Aquaria Water



PURE WATER MADE FROM AIR

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

The Goods are in the original packaging

The following Goods cannot be returned:

Change of mind.

The supply of Goods made to Your specifications or clearly personalized.

The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.

The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.

The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. Contact us at hello@aquariawater.co for the return address.

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Gifts

If the Goods were marked as a gift when purchased and then shipped directly to you, You'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be emailed to You. If the Goods weren't marked as a gift when purchased, or the gift giver had the Order shipped to themselves to give it to You later, We will send the refund to the gift giver.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

By visiting this page on our website contact page

By sending us an email: hello@aquariawater.co

Certification:

AS/NZS 60335.1



Warranty

1 year with
10-15 year life
performance
expectancy

International standards.

The device is recognized around the world in the fields of innovation and sustainability and providing the highest commitment to water quality.