Doogee Australia Refund policy

PRODUCT RETURNS FOR WRONG CHOICE OR CHANGE OF MIND

If you change your mind or have ordered the wrong model you can return the item but some conditions apply:

Our returns policy is 7 days form the date of purchase. If 7 days have past by since the date of your purchase, unfortunately we can't offer you a refund or exchange

A 10% deduction of the purchase price the applies to ALL returns for refund to cover administration costs and unrecoverable commissions. Freight costs cannot be refunded

Email us for a RETURN AUTHORISATION NUMBER - Do not send the goods without an RA number, it will delay your refund processing.

IF THE ITEM IS UNUSED AND UNOPENED

A refund will be paid to you, excluding freight and the 10% deduction for adminstration will be made

Your item must be returned **unused** in the original packaging in the same condition that you received it with no shrink wrapping or security seals broken.

The return freight cost and option insurance is payable by the customer. Doogee Australia is not liable for any damage caused while the goods are not in our possession.

To complete your return, contact us with your order details and we will provide a 'Return Authorisation' number

IF THE ITEM HAS BEEN OPENED AND USED

The refund for items that have been opened/used is at our discretion. The item will be evaluated upon return, and be accepted subject to the below terms, or rejected to be sent back with a return freight charge applied.

- Any item that has been opened or used will be subject to a restocking fee between 15% and 30% (in addition to the standard 10% administration deduction) depending on the condition of the item and if we accept the item for return,

- Any item not in its original condition, physically or cosmetically damaged or missing parts/seals/protective covers will be returned to the customer or repair/replacement item costs will be deducted from any refund.

- Consumable single-use accessories that have been opened/used cannot be refunded

ORDER CANCELLATIONS

If the item has not been shipped yet and you change your mind we can cancel and refund your payment. **A 10% deduction to cover administration and unrecoverable commissions applies.** Please be positive of your purchase when you place an order.

REFUNDS (if applicable)

Once your return product is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund or any deductions that may apply.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment. Please allow a few days to process your return.

Freight costs are not refundable

Consumable items that cannot be re-used - (example - screen protectors) will have the replacement cost deducted from the refund

We cannot accept return or refund products where the pin/pattern lock/fingerprint security cannot be removed. If we cannot remove the security locks the device will be returned to the customer and the refund declined.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.
Then contact your credit card company, it may take some time before your refund is officially posted.
Next contact your bank. There is often some processing time before a refund is posted.
If you've done all of this and you still have not received your refund yet, please contact us at support@doogee.com.au

Clearance/Sale items (if applicable)

Only regular priced items may be refunded, clearance/sale items cannot be refunded.

Shipping

To return your product please email us first to get a Return Authorization number - The

RA# must be marked on the outside of your package. We will notify you of the address to send the goods to.

Shipping costs are non-refundable. Return shipping is the responsibility of the customer

Please use a trackable shipping service. We cannot guarantee that we will receive your returned item.