



HaH Return and Refund Policy 2024

Hydro at Home Return and Refund Policy

Introduction

Business & Leisure Solutions Pty Ltd ABN 97600277852 trading as HYDRO AT HOME is strongly committed to offering a safe and assured shopping experience for all of our Customers both in-store and online. To this end, we strongly recommend reading our return and refund policy before buying, as well as doing adequate research about the product that you are buying to make sure you are getting the right solution for your needs.

The following Return and Refund policy applies to all HYDRO AT HOME Customers and users, and conforms to Internet privacy standards.

Returns and Refunds

HYDRO AT HOME offers a 7 days return policy for eligible returns.

This means you have 7 days from purchasing or from receiving your online order to request a return.

To be eligible for a return your item must be:

- Within 7 days from purchasing or from receiving your online order
- In the same condition that you received it
- Unworn or unused, with tags, and in its original packaging
- Validated with the original receipt or proof of purchase

Hydro at Home may consider return or refund claims after this time where the Customer;

- Is responsible for return shipping and freight costs and,
- Will be charged a restocking fee of 20% of the product price deducted from any refund due

After this time items are covered by the relevant manufacturer's warranty and any warranty process with respect to Australian Law.

Change of Mind

In the case of "Change of Mind" HYDRO AT HOME may consider a 14 days return policy. Consideration will be given to "Change of Mind" claims as long as your in store purchase or the time from receiving your online order:

- Does not exceed 14 days
- Is in the same condition that you received it
- Is unworn or unused, with tags, and in its original packaging
- Is validated with the original receipt or proof of purchase

Hydro at Home may consider "Change of Mind" claims after this time where the Customer;

- Is responsible for return shipping and freight costs and,
- Will be charged a restocking fee of 20% of the product price deducted from any refund due

Exceptions and Non-returnable Items

Certain types of items are classified as exceptions and cannot be returned, which are including and not limited to;

- Perishable goods (such as Co2 Bags, Plants and Mushroom Kits)
- Custom products (such as Special Orders, Gro Gullys or Non-Standard in-store items)
- Discontinued, clearance or end of line products, hazardous materials, flammable liquids, or gases.

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- Selected Sale items
- Gift Cards

Please get in touch if you have questions or concerns about specific items.

Damaged, Missing or Incorrect Products

Please inspect your order as soon as it is possible and contact us within 5 Days of delivery providing a detailed description of any errors and provide photographic evidence where possible:

- By email grow@hydroathome.com.au
- By our Contact Us page

Damaged in Transit

If a product arrives and is found to be damaged in transit within 5 days of delivery, and Hydro at Home is notified within this time frame, after investigation and approval Hydro at Home will cover the cost of any shipping required to or from the original delivery location in order to resolve the issue.

Depending on the type and extent of the damage Hydro at Home may decide to send the customer spare parts or the customer will be given a choice of either a replacement or a discount on the damaged item.

Lost in Transit

An item is deemed as lost in transit once our investigation period with the carrier, (Can take in excess of 25 business days) has elapsed.

Once deemed as lost in transit Hydro at Home may organise for a replacement to be shipped or a refund to be processed and the original items returned to sender once found.

Customer Damage

In case of a product being damaged by a customer for example broken or dropped or spilled by the fault of the customer, Hydro at Home won't be responsible for a refund or an exchange.

Shipping Issues or Delays

In the event that there has been a delay, we will contact the courier service to know the status. The lodged case will take a while before we hear from the courier (5 to 7 business days).

After we resolve the issues with couriers and postage, customers will be notified about the status of the delivery, and further action can be taken i.e., refund, store credit or replacement. However, refund, store credit or replacement are only provided in the case the courier deems the item lost in transit.

Returns Process

In the event that you should need to consider a return or exchange you should first contact us to seek direction as to the best way of resolve. This ensures that all returns are dealt with as quickly as possible. Failure to adhere to these instructions may result in delays in processing your return or potentially additional costs.

Step 1: Contact Hydro at Home for Return Instructions

To start a return, you should contact us:

By email grow@hydroathome.com.au

By our Contact Us page



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Customers are required to arrange shipping or delivery of the item/s (Ensure each product has the original packaging and has not been used in order to be applicable for a refund, store credit or replacement)

Step 2: Address and repackage the item/s securely to avoid any damage in shipping

Step 3: Item/s put into transport and tracking details sent to return address

Step 4: Item/s received into the return address warehouse and item/s condition checked

Step 5: Upon item/s confirmed being saleable; a refund, credit or exchange will be processed

Refund Processing for Online or In-Store Purchases

Refunds are processed within 2 business days of being approved.

Refunds are sent back using the original payment method (e.g. Paypal back to Paypal, Mastercard back to Mastercard).

Depending on your financial institution it may take 4-5 business days for these funds to be made available in your account.