

## Refund Policy

### Returns & Replacements

Focus Subsea wants to make sure you're satisfied with your purchase. If you're not satisfied, you can advise us, by telephone or email, within 14 days of those items with which you are not satisfied. If we are unable to rectify the problem to your reasonable satisfaction please return the item/s as detailed below.

The item must be unused and in its original condition and still have the original tags it was purchased or shipped with.

Please ensure you include your full name, business name and address, purchase method, date of purchase and whether you would like to return the item for a credit or exchange.

It is your responsibility to arrange the safe return delivery of the item in good order and condition. If, for any reason, the item/s are not received by us Focus Subsea is not liable for a refund of the purchase.

You may choose a full credit or exchange for another item.

If Focus Subsea believes that an item has been damaged or used we have every right to return the item back to you with no refund or exchange.

### Return the item to:

Focus Subsea  
7 Lerista Court  
Bibra Lake WA 6163

### Product Warranties

Focus Subsea strives to provide customers with only the highest quality products and services. Warranties are specific to each manufacturer and will be included with your package.

In the rare event that products purchased through Focus Subsea are damaged through manufacturing faults, please email us with your name and receipt number as well as details of the fault and we will contact the manufacturer on your behalf to assess whether a replacement item can be sourced for you.

### Returns of Defective Products

At Focus Subsea we are committed to offering products and services of the highest quality and standard. Quality checks are conducted on each item before sending to ensure that all products are free from manufacturing faults. If for any reason your item/s are damaged when you receive them please contact us immediately and we will assist you with rectification or a replacement if it is available.

Please email us with your name and order or receipt number outlining the issue and we will contact you promptly to organise a replacement if available, exchange, or refund of purchase price.

If you are having difficulties with your product please contact us. We'll get back to you as soon as possible!

Please refer to our website for details of the **Focus Subsea Commercial Conditions (sample)**.

Please refer to our website for details of our **Focus Subsea Privacy Policy**.