

#### Refund Policy for Security Products and Services:

Hawks Vision Security is committed to providing high-quality security solutions. If you are not completely satisfied with your purchase, you may be eligible for a refund within 30 days of the purchase date, subject to the terms outlined below.

#### Eligible Refunds:

- **Hardware Defects:**

- If a security hardware product malfunctions within 30 days of purchase, you are eligible for a full refund or replacement, subject to inspection and verification by our technical team. If the defect is due to manufacturing, or is inspected and deemed a defect of the product, the manufacturer warranty will apply. These vary between products, please reach out to our customer service team to clarify warranty periods.

#### Non-Refundable Items:

- **Installation Fees:**

- Installation fees are non-refundable once installation has commenced, even if the service is cancelled afterwards. This includes the cost of consumables and sundries.

- **Service Fees:** Any fees for call outs after the commencement of the installation are non-refundable.

- **Consumables & Sundries:** Any sundrie items used for an installation are non-refundable. This includes, but is not exclusive to; cable, fasteners, conduits, etc.

- **Custom Configurations:**

- Customised security settings or configurations specifically tailored to your needs may not be eligible for a refund, depending on the level of customisation involved.

- **Subscription Fees (Prorated):**

- For subscription-based security services, any remaining subscription fees may be partially refunded based on the remaining time left on your subscription period at the time of cancellation.

#### To Initiate a Refund:

- **Contact Hawks Vision Security:**

- Contact Hawks Vision Security at [customerservice@hawksvision.net.au](mailto:customerservice@hawksvision.net.au) to initiate a refund request.

- **Provide Proof of Purchase:**

- Be prepared to provide your purchase receipt or order number for verification.

#### Refund Processing:

- **Review Period:**

- Upon receipt of your return request, we will review your eligibility for a refund and may require additional information to verify your situation.

- No refunds will be processed until all hardware has been received by Hawks Vision Security, as agreed upon.

- Any visual defects or holes caused from installation are not Hawks Vision Security's responsibility to repair upon removal of refunded hardware.

- **Refund Timeline:**

- Once approved, refunds will be processed within 15 business days and credited to your original payment method.

#### Important Considerations:

- **Local Laws:** This refund policy is subject to applicable local laws and regulations.
- **Data Deletion:** Upon cancellation of your security services, we will take reasonable steps to delete your personal data according to our privacy policy.

By purchasing our security products or services, you agree to the terms of this refund policy. Do you have any questions about our refund policy? Contact our customer support team for clarification.

Hawks Vision Security

Chad Martin

Ph: 0456 432 015

Email: [chad@hawksvision.net.au](mailto:chad@hawksvision.net.au)