



LG-011	Shipping, Returns & Refund Policy
Issue Date:	01/02/2023
Last Reviewed:	08/04/2026
Custodian:	File Management Personnel

## SHIPPING, RETURNS & REFUND POLICY

*Thank you for choosing INS LifeGuard.*

We're committed to providing high-quality products and exceptional service. Please read the following information regarding shipping, returns, and refunds.

### SHIPPING

Once your payment has been received and your emergency and health profile confirmed by our team, your order will be dispatched.

- **Dispatch Time:** within **5–10 business days**
- **Note:** This timeframe does not apply if your product requires technician installation
- All delivery timeframes are **subject to stock availability**

### RETURNS AND REFUNDS

If you're not completely satisfied with your purchase, please contact us:

- **Australia:** 1800 636 226
- **New Zealand:** 09 281 4075
- **International Enquiries** +61 2 4254 6226

You may return your device **within 7 calendar days** of receiving it for a refund of the device cost (excluding additional charges).

### RETURN ELIGIBILITY:

To qualify for a return:

- The item must be unused and in its original condition
- It must be returned in the **original packaging**

### RETURN PROCESS

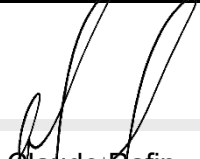

- Refunds apply to the **device cost only**
- **Establishment fees, shipping costs,** and any **SIM card costs** are **non-refundable**
- If you receive a refund, our outbound shipping cost will be deducted from the refund amount
- Once we receive and inspect your return, we'll notify you of the outcome
- Approved refunds will be issued to your original payment method within **5 business days** (processing times may vary depending on your card issuer).

### NEED HELP?

If you have any questions on how to return your item to us, [contact us](#).

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This process is authorised by:	This process is issued and approved by:
 Claude Rafin, Managing Director The INS Group	 Josh Rafin Operations Manager INS LifeGuard

This policy is also available to view on our website:

<https://www.inslifeguard.com.au/shipping-returns-refund-policy>