

Refund & Returns Policy

Effective Date: 01 March 2022

1. Digital Products

Our products consist of digital address data delivered electronically. As such, they are not eligible for return once delivered.

2. Refunds under Australian Consumer Law (ACL)

We comply with the Australian Consumer Law (ACL). You are entitled to a refund or replacement if a product you purchased from us is:

- faulty, corrupted, or not functioning as described,
- not delivered as agreed,
- or otherwise subject to rights guaranteed under the ACL.

We do not provide refunds where you:

- simply change your mind,
- make a wrong decision,
- or no longer need the product.

3. Delivery Errors or Technical Issues

If you do not receive your data files or encounter technical errors (e.g. corrupted or incomplete files), please contact us immediately. We will either:

- re-deliver the files at no extra cost, or
- provide an appropriate remedy in accordance with the ACL.

4. Requesting a Refund or Replacement

To request a refund or replacement, please contact us at:

DATA AND MARKET INTELLIGENCE PTY LTD

ABN: 91657678530

41 Merrilee Crescent

2086 Frenchs Forest NSW, Australia

Email: info@datareach.eu

Please provide your invoice number, purchase details, and a description of the issue.

5. Payment of Refunds

Where a refund is approved, payment will be made via the original payment method (e.g. bank transfer). Refunds will be processed within a reasonable timeframe after approval.

6. Governing Law

This Refund & Returns Policy is governed by the laws of New South Wales, Australia.