

Warranty & Returns Policy



30 Day Policy

Our refund and returns policy is applicable for 30 days. If more than 30 days have passed since your purchase, unfortunately we can't offer you a full refund or exchange.

If you are not happy with the condition of the products, or you have any questions about warranty or require technical support, our after-sales Customer Care team is here to support you. Depending on the type of product and the nature of your query, we will be able to provide you with direct support or will arrange for the relevant manufacturer to attend to your request.

Change of Mind

We will happily consider taking back standard goods that are not required and give you a refund. Goods being returned will need to be unused, in a saleable condition and packed in the original packaging. A restocking fee of 15% is applicable. If you receive a product refund, the cost of the initial shipping will not be included in the refund. Any goods that are custom made are non-returnable, so please choose carefully.

Return Shipping

You are responsible for paying for your own shipping costs on return items.

To return your product, please send it to:

Avantage Australia
74 Scanlon Drive,
Epping VIC 3074

We strongly recommend utilising a trackable shipping service or purchasing shipping insurance when sending returns.

Need help?

Contact us at accounts@avantageaustralia.com.au for questions related to refunds and returns.