

Refund Policy

Effective Date: 5 June 2026

At Rately, we aim to provide high-quality NFC products and software services to all customers.

This Refund Policy outlines when refunds may or may not be available.

1. Physical Products

Damaged or Faulty Products

If your product arrives:

- damaged,
- defective,
- or not functioning correctly,

please contact us within 7 days of delivery at: info@rately.com.au

We may request:

- photos,
- videos,
- or additional information to assess the issue.

Approved claims may receive:

- replacement products,
- store credit,
- or a refund at our discretion.

2. Change of Mind

Due to the customised nature of our products and programming services, we generally do not offer refunds for:

- change of mind,
- incorrect purchases,
- or business preference changes.

3. Custom Programmed NFC Products

Once NFC products have been:

- programmed,
- customised,
- branded,

- or prepared for shipment,

they are considered custom products and are non-refundable unless faulty.

4. Subscription Services

Subscription fees are generally non-refundable once billed.

Customers may cancel their subscription at any time to avoid future charges.

Cancellation does not automatically entitle customers to refunds for:

- partial billing periods,
- unused time,
- or inactive accounts.

5. Duplicate Charges

If you believe you were charged incorrectly or multiple times, please contact us immediately and we will investigate promptly.

6. Failed Delivery

If an order is returned due to:

- incorrect address details,
- failure to collect,
- or customer-related delivery issues,

additional shipping fees may apply for re-delivery.

7. Australian Consumer Law

Nothing in this policy excludes rights available under Australian Consumer Law.

Customers may be entitled to remedies for major failures as required by law.

8. Contact

For refund requests or support: info@rately.com.au