

Point to Point Electrical Refund Policy

Please choose carefully when purchasing, as we may not be able to provide a refund or replacement if you change your mind.

Faulty on Arrival

If you receive a faulty item, we will at our discretion either repair or replace the item. If the fault is minor (such as a dent) and you would prefer to keep the item, we may offer you a partial refund of the purchase price as compensation. Mc Electrical will arrange for any return freight if we require the faulty product returned, and for any delivery costs to get the repaired or replaced item back to you. When a faulty item is being returned for a replacement, the original item must first be returned before a replacement item is sent out. If we cannot repair or replace your item, we may offer you a similar alternative (if one exists) or a refund of your order.

Please note: if the item was working on arrival and you are claiming warranty, a different policy applies – see Warranty Information

Incorrect Item

In the event you receive an incorrect item, you can return the product as long as it remains unused and unopened with the original packaging intact. If the item is incorrect due to an error by you, you will need to pay for all postage costs. If the error is by us, we will pay for postage costs.

Product Exchanges

We are not required to provide an exchange if you change your mind, however typically we will be able to do this on the following conditions:

Item is unused, unopened with the original packaging intact

Any shipping costs to return the item and have the exchanged item delivered are covered by the customer

Mc Electrical reserve the right to charge a 20% restocking fee for any new items that have been ordered incorrectly and returned. The buyer is also responsible to pay postage for any items returned under Warranty but are found to be fully working when tested.

Returning Products to us

If you have contacted us and confirmed your return will be accepted, please address your package to:

Point to Point Electrical Trust

25 Buenavista Ave Thornlands 4164

Please include a copy of your invoice/invoice number, and details on why you are returning the product to help with timely processing.

Please note: We do not refund installed systems, installed Inverters, delivery costs, insurance charges or lost returned items.