



Our Returns and Refunds Policy

How To Return An Item

You are entitled to a refund if the item you bought from us is:

- not of acceptable quality
- does not match the description
- does not match the sample or demonstration product shown to you.

Your item needs to be in its original unused condition to be returned. Unless there is a material defect with the product, you must return the item **within 30 days** of your purchase.

1. Please email subscribe@farmanco.com.au to request a refund and we will assign you a tracking number.
2. Post your returned item to:

Farmanco Management Consultants
2 Hartung Street
Mundaring,
WA, 6073

3. Please include in your package a signed letter stating the reason for your return and the original receipt. In case of a material defect with the product, we will refund all reasonable postage costs.

Downloadable products and subscriptions

For eligible downloadable products and subscriptions, we may require you to sign an electronic letter of destruction as condition of your return to confirm that you have uninstalled and have not made any copies of the product. The product key for these products will be blocked and you will not be able to install or use the software in the future.

Return Exceptions

Please be aware that our refunds policies does not apply in the following circumstances:

- if you got what you asked for but changed your mind,
- ordered the wrong item, decided you did not like the purchase or had no use for it,
- or have used the item for more than 30 days (unless there is a material defect with the product)