

SHIPPING, REFUND, REPAIRS & RETURNS

Ruby Telecom uses various third-party shipping companies to transfer items to customers across Australia. The shipping rates for specific items are calculated at checkout.

Shipped items can be tracked by clicking "[Track Order Status](#)"

Refund Policy

Under the Competition and Consumer Act 2010, you may seek a refund if goods:

- Are or become faulty through no fault of your own;
 - Are not fit for a stated purpose;
 - Don't match our description or sample;

Returns & Repairs

If you receive an item which you believe to be faulty, please contact our [Customer Care team](#) immediately or call 1300 94 7829, so we can attempt to diagnose the problem. If it is determined that the item is faulty, we will provide you with instructions to return the item for exchange.

Cancellations or Exchanges

If you change your mind or have ordered incorrectly, you will be liable for the original shipping costs. If you choose to replace an item that has already been shipped, you will be liable for the original shipping cost and any further shipping costs. Exchange items must be received in new condition, unopened, and returned to us at your expense using a tracking method, such as Registered Post. For exchanges, we must receive the original item before the replacement item is shipped.

Incorrect Delivery Address

If an item is returned to us marked 'return to sender' or 'incorrect address', we will attempt to contact you by phone. You will still be liable for the original shipping cost. If you wish us to re-send your item you will be liable for any further shipping costs.