



Refunds, repair and exchange policy

CMOBILE goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods are not of acceptable quality and the failure does not amount to a major failure.

Some of our products come with manufacturer's warranties. Please refer to the documents with your device for details of such warranties.

We don't provide refunds if you change your mind or select the wrong product so please choose carefully.

Keep your receipt as proof of purchase in case we need to help you with an issue.

The remedy we provide to you will depend on whether the problem is a minor or major problem and when the product is returned to us.

You are responsible for returning the product to us unless the cost is significant.

If you wish to make a claim, please contact us on either support@cmobile.com.au or 1300 545 000.