

ROSSCO - RETURNS & REFUNDS POLICY

Our ref: RossCoWebsiteRetruns&RefundsPolicy

In the unlikely event you have received a faulty CD you may make your return within 7 days of receipt of your CD and we will issue a full refund for the cost of the CD purchased. However, your refund is conditional on the following:

- your CD is returned in its original CD Mailer &
- accompanied by your sales receipt as proof of purchase.

If upon receipt of your return we have found that the CD is in perfect condition it will be returned to you and no refund will be given.

Q1: Who pays for the Return shipping costs?

A: We will reimburse you for the cost of return postage to take back your faulty CD. We will also pay the postage cost to send your replacement CD (if you request a replacement). Please send your CD back via your Postal Service and we strongly urge you to use a service that provides a “track & trace” feature e.g. registered post. We cannot refund for Goods Lost In Transit.

What You Need To Do:

If we send you faulty CDs notify us within 7 days of receipt of the goods and we will provide a Return Authorization Number (RAN).

See *Contact Us* below for further instructions on how to effect your return:

PROOF OF PURCHASE:

All returns requests must be accompanied by any one of the following Proof of Purchase documents:

- (a) Copy of your Credit Card Receipt
- (b) Receipt or Invoice

Q2. When is my refund applied to my credit card?

A: Your refund will be applied to the credit card under which you made the original payment within 5 business days of receiving your returned goods to Adorabella (RossCo’s Website distributor) at PO Box 2634 BOWRAL NSW 2576 Australia.

Allow 2 Billing cycles for your refund to be processed by your issuing credit card Company.

CONTACT US:

Please email music@adorabella.com.au or telephone Adorabella Int (+612) 4871 2766, 9.30am – 6.00pm (EST) East Coast Australia, to receive return instructions and your Return Authorization Number (RAN). All returns to RossCo, PO Box 2634, BOWRAL NSW 2576 Australia.

Please inform your:

- Order Number,
- Invoice or receipt Number,
- If you are seeking a replacement or refund.

End