

POSTAGE, RETURNS & WARRANTIES

- **When will my items be delivered?**
Most items will be delivered within 2 weeks of payment being received.
- **How much is postage?**
Books are a flat \$7.95 postage, whilst postage for our devices range from \$18 to \$28 depending on the items chosen. The postage amount will be calculated in the cart.
- **Do you offer refunds?**
Yes. If there is an issue and you'd like to seek a refund, please contact Deaf Connect e-Shop by email – eshop@deafconnect.org.au with the details of your order. Our staff will be in contact regarding the process.
- **My item arrived faulty. What can I do?**
Please contact Deaf Connect e-Shop by email – eshop@deafconnect.org.au with the details of your order. Our staff will be in contact regarding the process.
- **What items are covered by warranty?**
All of our devices are covered by warranty. Please note that batteries have a separate warranty.

NDIS PURCHASES

- **Can I purchase devices using NDIS?**
Yes. Please complete the relevant NDIS details when completing the order. If you have a plan manager, remember to provide their details in the Billing Details section when placing an order and claiming under NDIS. The invoice will then be emailed to the plan manager.
- **Can I purchase books using NDIS?**
No. Unfortunately books are not able to be purchased using NDIS.
- **Can I order devices and books in the same order when claiming under NDIS?**
No. Due to books being unable to be claimed under NDIS, separate orders need to be placed.
- **Whose details do I provide in the billing and delivery sections?**
Under billing, enter the details of the NDIS participant. If an invoice needs to be sent to the plan manager, you can provide the plan manager's details when you select "Invoice" as the payment method.
Under delivery, enter the details of who you want the items sent to.

SMOKE DETECTORS

- **Are the smoke detectors hard wired?**
No. The smoke detectors are battery operated.
- **Does Deaf Connect provide installation of the devices?**
No. Unfortunately Deaf Connect does not provide installation services. The devices sold are designed to be able to be installed by the customer or a handyman (following the relevant laws for placement in the home, in the case of the smoke detectors).



FREQUENTLY ASKED QUESTIONS

PAYMENT OPTIONS

- **Can I pay by bank transfer?**
 - Yes. You can request an Invoice at the payment section. Once the invoice is issued, it will include details of where to make the bank transfer to.
- **Can I pay by credit card?**
 - Yes. We accept valid Mastercard or Visa credit cards.
- **Can an invoice be issued for me to provide to my plan manager (or the like)?**
 - Yes. Complete the order and choose Invoice at the payment section.
- **Can I request a quote for items (to provide to my plan manager)?**
 - Yes. Email Deaf Connect E-Shop eshop@deafconnect.org.au with the details of the items, name and email address.