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## **Refund policy**

Thank you for choosing On Country Hire for all your Access Equipment requirements. Our range of Equipment and services can be viewed at <https://www.oncountryhire.com.au>

On Country Hire are committed to ensuring 100% customer satisfaction.

We offer 100% stand downs for all public holidays and 50% stand downs for all live hires affected by weather or RDO's if notified by email or phone to our office or your Sales Representative by 9am on the day of hire.

On arrival, if the equipment does not perform to the full capabilities, please call our office or your Sales Representative on 0402 053 980 for maintenance assistance, a replacement or refund. If a machine remains in use without contacting On Country Hire, a refund will not be eligible for the days of use.

A refund may be partially denied if there is a change of mind during the delivery process or if the machine is misused in a way that contributes to the problem.

All invoice discrepancies are eligible for review if requested within 7 calendar days of receipt of invoice.

Refunds will be provided upon confirmation of the credit card or bank details in which the transaction was originally processed.

If you have any additional questions or would like to request a refund, feel free to contact us.