



Refund Policy

Client satisfaction is very important to us.

If you have any questions or concerns about your purchase, please contact Roko Coach immediately.

Roko Coach are committed to complying with the Australian Consumer Law (ACL), as enforced in Queensland, to ensure your rights as a customer are always protected.

1. Consumer Guarantees

We offer remedies (refund or replacement) if services fail to meet consumer guarantees, including:

- Services are of acceptable quality
- Services do not match the description or sample
- Services are provided with due care and skill

2. Refunds for Faulty Products

- **Major faults:** You may choose a refund, replacement, or repair.
- **Minor faults:** We may choose to provide a substitute within a reasonable time.

3. Change of Mind

We are not required by law to provide a refund or exchange if you change your mind, make a wrong selection, or find the item cheaper elsewhere. However, we may offer goodwill returns—please contact us for individual consideration.

4. Return Conditions

To process a return:

- Proof of purchase is required (e.g., receipt, bank statement)

5. Refund Method

Refunds will be issued via the original payment method, unless otherwise agreed.



6. Your Rights

We do not display or enforce any misleading policies such as:

- “No refunds”
- “Exchange or credit only”
- “No refunds after 7 days”

These are not valid under Australian Consumer Law.

For more information on your rights, visit:

<https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams>

<https://www.accc.gov.au/consumers/consumer-rights-guarantees>