

CUSTOMER & COMMERCIAL

Returns, Refunds & Replacements Policy

Policy | SAL-POL-001 | Version 1.0

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Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO will assess issues promptly and provide remedies required by the Australian Consumer Law and agreed contract terms. Statutory rights cannot be removed by a 'no refund' statement or arbitrary time limit.

1. Purpose

Provide a fair, consistent process for returns, credits, refunds, replacements and nonconforming goods.

2. Scope

Goods and services supplied by MISCO, including standard stock, custom-cut, machined, fabricated and specially procured items.

3. Policy statement and commitment

MISCO will assess issues promptly and provide remedies required by the Australian Consumer Law and agreed contract terms. Statutory rights cannot be removed by a 'no refund' statement or arbitrary time limit.

4. Mandatory requirements

- Contact MISCO promptly with the invoice or order number, product, quantity, issue description, photographs and requested outcome.
- Obtain return authorisation before sending goods so freight, identification, safety and assessment can be controlled.
- For a major failure covered by the Australian Consumer Law, an eligible consumer may choose a refund or replacement and may have other rights; for a minor failure MISCO may choose to repair or remedy within a reasonable time.
- Business customers may also be consumers under the Australian Consumer Law depending on the transaction; each claim will be assessed on its facts.
- Change-of-mind returns are not automatically accepted. Custom, cut, machined, fabricated or specially procured goods are ordinarily not returnable for change of mind.

- MISCO may inspect, test or obtain supplier input, but will not unreasonably redirect a customer where MISCO bears the legal obligation.
- Approved credits and refunds will be processed to the original account or another verified method with appropriate financial authorisation.

5. Implementation and operational controls

- Issue an RMA number and return instructions.
- Quarantine returned product and preserve traceability.
- Record findings, disposition, credit or replacement and corrective action.
- Analyse recurring issues and supplier or process causes.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.
Customers and website users	Provide accurate information, use technical content within its stated limits and promptly report errors, incidents or product concerns.

7. Reporting, complaints and escalation

Contact sales@misco.net.au or (03) 9706 5185. Safety-critical or potentially systemic defects should be identified as urgent.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- SAL-STD-001 Terms & Conditions of Sale
- SAL-STD-002 Warranty Statement
- QA-POL-002 Customer Satisfaction & Continuous Improvement Commitment

11. External references

- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
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Document owner Rhiannon Frankas

Approver Daniel Frankas

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
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1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.
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