

Restocking Fees

If your order hasn't been dispatched yet and you have changed your mind and wish to cancel, please call 1300 385 665 and we can cancel your order for you on the spot for a full refund.

If you have received the item, and have changed your mind after receiving it, you are only eligible to return the product if:

- The product is brand new
- The product is unused
- The product is returned with all original components and packaging

You are liable for returning the item to us at your own expense, and there is a restocking fee applicable to all changes of minds. Shipping is non-refundable on change of mind returns.

Please refer to the table below for applicable restocking fees:

Order Value	Restocking Fee
\$1-\$299.00	\$29.00
\$300-\$999.00	\$59.00
>\$1000.00	\$109.00

For more information, or to lodge a change of mind request, please contact EvaKool via email: sales@evakool.com or phone: 1300 385 665 (1300 EVKOOL)