

Returns Policy

Authorised Returns

Before any item can be returned an authorised returns number must be obtained from Caltel within the following criteria:

- Returns numbers must be requested within 48hrs of receipt of item/s.
- All items need to be returned to the given delivery address (not Caltel's address) within 14 days of the RMA being raised.
- All Items need to be returned in a resaleable condition.
- All Items returned should be in the original packaging and adequately packaged to prevent damage during transit.

We suggest that you return your items via a trackable service. You are responsible for the goods until they reach destination. Any failure to comply with the above may result in a credit being refused.

Damaged Items

- Caltel must be notified within 24 hours on receipt of damaged goods.

Incorrect / Missing Items

- All errors must be notified within 24 hours of receipt of order, a credit/replacement/exchange will be issued where applicable.

Items No Longer Required / Incorrectly Ordered / Duplicate Items

- Once informed, Caltel will approach supplier for an authorisation to return, this is at the discretion of the supplier and is out of Caltel's control.
- Special order items will not be accepted back for credit.

Faulty Items

- Warranty on all items are dependent on the manufacturers policy. As outlined in the quote provided.

No liability will be accepted for any consequential losses.