
Policies

CLWB Offline Coding Kits Returns Policy

Exchange or Refund Policy and Procedure

To claim an Exchange/Return Authorisation please either email or call us:

Customer Service - Intuyu Consulting

E: office@intuyuconsulting.com.au

Ph: 61 (0) 411 270 277

The following conditions will apply for any returning items:

- No warranty will apply if the CLWB Product has been subject to misuse, static discharge, neglect, accident, modification, or has been soldered or altered in any way.
- You ("Customer") agree to pay for the return shipping or any handling cost on exchanges and returns except if the item is deemed, upon verification, defective.
- All returns must include all the factory accessories which come with the item, along with the invoice number.
- Items that are sent back to us without an Exchange/Return Authorisation cannot be processed.
- We reserve the right to deny returns on items that have new version releases.

If you are not satisfied with the CLWB Product you purchased, you may return them within 30 days of the dispatch date. We will reimburse only product cost without handling or/and shipping cost upon authorisation of return.

Ordered a wrong item: If you ordered wrong item, we will reimburse only product cost without handling or/and shipping cost upon authorisation of return.

All returns must be in its original "as sold" mint/unmodified condition including documentation, packaging and factory accessories which come with the item.

Received a defective item: If you received defective item, we will reimburse the product cost with handling or/and shipping cost upon verification of a defect with the product.

Our Contact Details

Consulting Enquiry

Contact Person: [Dr Adrian Bertolini](#)

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Office and Accounts

Contact Person: [Rachel Manneke-Jones](#)

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Business Name: Intuyu Consulting

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