cura[1] Return Material Authorisation (RMA) Policy

Before returning a product to the cura[1] office for any reason including repair or replacement the following procedure must be followed.

First contact the cura[1] support desk for assistance on 1300 12 2273.

If you have a technical issue:

A cura[1] product specialist will assist you and attempt to resolve the issue over the phone. (Please note cura[1] provides additional support in the form of product videos and technical information, available on our website www.cura1.com to assist with troubleshooting).

If the technical issue cannot be resolved over the phone, then the cura[1] product specialist will email you a Reseller RMA Request Form that needs to be completed in full so that an RMA can be issued, and the product returned for assessment, repair, or replacement.

If you are returning a product for any other reason e.g., incorrect product ordered:

A cura[1] product specialist will assist you to confirm the reason the product is being returned. If the product specialist agrees to accept the product for return, you will be emailed a Reseller RMA Request Form that needs to be completed in full so that an RMA can be issued, and the product returned.

Any products returned without following the above procedure and without an RMA:

Will be quarantined and will not be accepted as a return or assessed for repair / replacement. The person returning the product is responsible and must contact cura[1] to clarify why the product was returned without an RMA.

If there is no communication received in relation to the returned product then after 6 weeks, the product will be disposed of.

RMAs will only be issued to resellers and not to end users of cura[1] product. Product will not be accepted for return directly from an end user. It is the responsibility of the reseller to ensure that the RMA policy is followed.

Please Note:

If you return faulty product to us whilst it is still under warranty, provided it has been returned using the correct process and packaged appropriately, then the product will be repaired or replaced and returned free of charge. This is applicable providing the fault is not due to tampering, negligence, or misuse of the product.

If you return product that is out of warranty, provided it has been returned using the correct process and packaged appropriately, the product will be assessed and if it can be economically repaired, you will be contacted for approval of the repair charge. We shall send you a quote for the repair charge, including the assessment charge of $85 +GST. The assessment charge of $85 +GST will be applied to each item that is out of warranty and will be applicable even if you choose not to proceed with the repair.

If you have any questions or concerns about our return policy, please contact our customer service team at 1300 12 2273. We are here to help!