



Returns and Refunds Policy

We appreciate your REDi-lite Pty Ltd (Trading as Redilight) purchase. If you are not entirely satisfied with your purchase, we're here to help.

Our REDi-lite products can be returned within 15 days of the original purchase of the product. A new product may be exchanged for another or returned for a refund.

To be eligible for a return, please make sure that:

- The product was purchased in the last 15 days
- The product is in its original packaging
- It is not a custom order

Products that do not meet these criteria will not be considered for return or a 15.% re-stocking fee will be charged

Please contact us before you send the product:

- By phone number: (02) 4351 6699
- By email: accounts@redilight.com

Send the product with its original packing to:

REDi-lite Pty Ltd Trading as Redilight, Unit 4/5 Ace Crescent, Tuggerah, NSW 2259

Shipping charges

Shipping charges incurred in connection with the return of a product are non-refundable.

You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from REDi-lite Pty Ltd.

Damaged items

If you received a damaged product, please notify us within 24 hours of shipment being received.

Sale items

Sale items can be refunded.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By phone number: (02) 4351 6699
- By email: accounts@redilight.com

Return and Refund Policy of www.redilight.com.au