

Refund Policy

Digital Online Services

Services such as Hosted PBX & SIP Trunking plans, phone number ordering, features & add-ons that have been ordered and activated are non-refundable for change of mind. See below for refunds and exchanges on goods.

Account Cancellation

If the customer wishes to discontinue the service and has a credit balance at the time of cancellation, we will refund the remaining balance of the customer's account back to their initial payment method. If the initial payment method is unavailable (for example, if the card is cancelled or expired), then government-issued ID will be required in order to process the refund and a processing delay of up to 30 days will apply.

A cancellation request must be made in writing by email or support ticket by the account holder. See Account Cancellation Policy for more information.

Accidental Payments and Ad-hoc refunds (refunds of a prepaid balance)

A pre-paid balance balance can be refunded quickly and easily to the customer on request via the initial payment method. Simply email support@rubiksit.com.au for more information. If the initial payment method is unavailable (for example, if the card is cancelled or expired), then government-issued ID will be required in order to process the refund and a processing delay of up to 30 days will apply.

Credits on accidentally ordered digital add-ons

Rubiks IT may, at their discretion, provide an account credit on accidentally ordered products. Please contact support@rubiksit.com.au for assistance.

This refund policy does not seek to remove any rights under the Competition and Consumer Act (ACL)

Refunds & Exchanges on Outright Purchases

Rubiks IT provides brand-new stock to customers. Please choose carefully, as change-of-mind refunds are not available, even if the item is unopened (This includes a purchase of items that you no longer require).

A refund or exchange may be available if an item

- is not as described
- faulty

- not fit for purpose
- not of merchantable quality
- or under some other consumer rights under Australian Consumer Law

If you have any questions, please contact support support@rubiksit.com.au for more information. If the initial payment method is unavailable (for example, if the card is cancelled or expired), then government-issued ID will be required in order to process the refund and a processing delay of up to 14 days will apply.

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