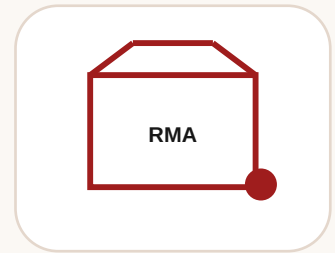


Returns & Refunds

Step-by-Step Guide



Please request approval before sending any product back. The return address is only provided after your request is reviewed, so Alpha can match the parcel to your order and process the correct next step.

1**Submit a return request**

Complete the online form with your order number, billing email, product, and reason for the request.

2**Wait for approval**

Please do not post the item back yet. Alpha will review your request and send return instructions if approved.

3**Send the approved return**

Use tracked postage or the return label provided. Include your order number or return reference inside the parcel.

4**Alpha receives and logs it**

Once the returned product is received and matched to your order, Alpha will record the return as received.

5**Refund or next step is processed**

Approved refunds are processed back to the original payment method after the returned product is received.

Important reminders

The return address is not published on the website. It is sent only after approval. Refunds are not processed before the returned product has been received by Alpha. For approved faulty, damaged, or wrong-item returns, Alpha covers reasonable tracked return postage. For approved change-of-mind returns, the customer pays return postage. Your rights under Australian Consumer Law still apply.