



At Your Service Refund and Returns Policy

Last Modified: 25 July 2014

At Your Service (Vision At Your Service Pty Limited ABN 51 167 339 595) endeavours to provide best possible service to our customers. As part of our service delivery we will conduct customer surveys as soon as we have delivered the service/s agreed.

If for any reason you are not completely satisfied with our service we will endeavour to rectify the issue (see our Dispute Resolution Policy for more details), if you are still unsatisfied with our service we are more than happy to wave/refund our fees.

This refund policy does not apply to any wear or tear or alteration that has been caused by you on a service provided by us, or if any attempt has been made by us to alter the service delivery and we are satisfied that the service provided has been of high quality and it was the service you had agreed upon.

In regards to purchasing a gift voucher on line, the gift voucher is valid for one year from date of purchase. Gift vouchers are non-refundable but can be transferable. Where a gift voucher has been purchased by someone else for you we will do our best to assist you in finding a service we offer to meet your needs.

If you require any clarification on our policy or would like to lodge a complaint please email us at office@at-your-service.com.au or call us on 1800 737 838.