

Returns & refunds

If you are not completely satisfied with your Pramrolla, contact us within 14 days from the date you receive it for an exchange or full refund of the purchase price. We'd like to understand why you want to return your Pramrolla before it's returned, making contacting with us also means we can be ready to deal with your return as efficiently as possible.

Our commitment to this policy is rock solid, all we ask is that you give Pramrolla a fair go and commit to using it in accordance with the User Manual and any other usage material that may be published on our website.

The Pramrolla, and all components must be in 'as-new', re-saleable condition, and returned in the original packaging with a copy of the purchase receipt. If you have an item that is not in 'as-new' condition or damaged, please make us aware of this before shipping back to us, as we cannot offer refunds on items damaged during return shipping. We recommend that all returns be sent via a traceable form of postage or shipping as we cannot be responsible for return packages lost in the mail. No postage or shipping costs will be refunded by Pramrolla Pty Ltd.

Returns should be shipped to Pramrolla Pty Ltd Level 1, 322 Little Lonsdale Street Melbourne Victorian Australia 3000.

Refunds will be made upon our receipt of the returned items.