

How to return your product | AVEL INNOVATIONS PTY Ltd

All AVEL TVs are carefully inspected by our quality control team for functionality before each product is shipped. While we make every effort to deliver outstanding products, we are aware that returns are sometimes necessary.

Once you've contacted Avel Innovations Pty Ltd, we'll send you a prepaid Australia Post label so that you can return your TV to us at 2, Catherine Street, Coburg North VIC, 3058. *

*This excludes change-of-mind returns when you'll need to pay for return shipping yourself.

Please include a note with the following information so we can assist you as quickly as possible:

- your order number
- your full name
- your phone number & email contact
- a brief explanation detailing your reason for return

All TVs will need to be suitably packaged for transit before return to prevent any damage, especially to the screen. We are not responsible for the cost of the packaging you'll need, nor will we be able to send the packaging to you. We strongly recommend that you keep your original packaging to assist in this returns process.

Please follow the packing instructions below:

1. Please include all cords and accessories in the box along with the TV console prior to packaging.
2. Remember that you'll be held liable for any damage to the screen during transit, so please wrap it securely using bubble wrap or similar packing material.
3. The securely wrapped TV console needs to be sent back to us in a sturdy cardboard box, preferably in its original packaging.
4. Please note that we won't accept any returns sent in soft packaging without a box.
5. Please tape the box closed once the TV has been packaged and attach the prepaid Australia Post label.

For our full returns policy please refer to [AVEL INNOVATIONS PTY LTD Return Policy](#)