

Refund Policy – V1.2

Our Refund Policy explains the circumstances in which you can receive a refund of your purchase from us. Our Refund Policy is in addition to, and does not exclude, any other rights you may have under Australian Consumer Law.

THE FOLLOWING APPLIES TO ALL ORDERS MADE AFTER 20 APRIL 2020

1. CAN I GET A REFUND OF THE SIM CARD?

No. We do not give any refunds if you simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it.

However, you can give the SIM Card to a family member or friend for them to use.

Or you can change the activation date of the SIM Card as set out in paragraph 2.

2. CAN I CHANGE THE ACTIVATION DATE OF THE SIM CARD?

Yes. You can change the activation date the SIM Card by up to 12 months but you must let us know no later than three (3) days prior to your originally requested activation date.

If you want to change the activation date of your SIM Card to a new activation date you must let us know by email to info@usaprepaidsimcard.com.au no later than three (3) days prior to the activation date you requested in your original order.

FOR THE AVOIDANCE OF DOUBT, A NEW ACTIVATION DATE CANNOT BE REQUESTED UNDER ANY CIRCUMSTANCES UNLESS YOU EMAIL US AT [INFO@USAPREPAIDSIMCARD.COM.AU](mailto:info@usaprepaidsimcard.com.au) AT LEAST THREE (3) DAYS PRIOR TO THE ACTIVATION DATE YOU REQUESTED IN YOUR ORIGINAL ORDER.

3. CAN I GET A REFUND OF THE RECHARGE?

No. We do not give any refunds if you simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it.

THE FOLLOWING APPLIES TO ALL ORDERS MADE BEFORE 20 APRIL 2020

4. UPDATE – REGARDING CORONAVIRUS (COVID-19)

Our Refund Policy also applies if you have cancelled your travel to the USA because of

coronavirus (COVID-19).

In summary: you can either (1) cancel your SIM Card and get a refund in accordance with the terms below or (2) request a new activation in accordance with the terms below. In any case you must let us know by email no later than three (3) days prior to the activation date you requested in your original order.

5. CANCELLING YOUR SIM CARD AND GETTING A REFUND

If you change your mind and no longer want to use your SIM Card we can provide a refund to you.

The refund will be the total amount you paid, minus a \$10 SIM Card fee and minus the postage cost you paid in your order. If you cancel your SIM Card and get a refund there's no need to return the SIM Card to us because we will cancel the SIM Card and it cannot be re-used.

If you want to cancel your SIM Card and get a refund you must let us know by email to info@usaprepaidsimcard.com.au no later than three (3) days prior to the activation date you requested in your original order.

FOR THE AVOIDANCE OF DOUBT, NO REFUND CAN BE PROVIDED UNDER ANY CIRCUMSTANCES UNLESS YOU EMAIL US AT INFO@USAPREPAIDSIMCARD.COM.AU AT LEAST THREE (3) DAYS PRIOR TO THE ACTIVATION DATE YOU REQUESTED IN YOUR ORIGINAL ORDER.

6. CHANGING THE ACTIVATION DATE OF YOUR SIM CARD

Instead of cancelling your SIM Card and getting a refund you can change the activation date to a new activation date.

You can change the activation date to any new activation date up to and including 31 December 2020. If you don't know the new activation date we can place the activation on hold and you can let us know the new activation date later on (at least one (1) week prior to the new activation date).

If you want to change the activation date of your SIM Card to a new activation date you must let us know by email to info@usaprepaidsimcard.com.au no later than three (3) days prior to the activation date you requested in your original order.

FOR THE AVOIDANCE OF DOUBT, A NEW ACTIVATION DATE CANNOT BE REQUESTED UNDER ANY CIRCUMSTANCES UNLESS YOU EMAIL US AT INFO@USAPREPAIDSIMCARD.COM.AU AT LEAST THREE (3) DAYS PRIOR TO THE ACTIVATION DATE YOU REQUESTED IN YOUR ORIGINAL ORDER.

7. CANCELLING YOUR RECHARGE AND GETTING A REFUND

Recharges are strictly non-refundable, non-reversible and cannot be used as credit towards a new recharge.

Version history:

1.0: 10 June 2019: Original Refund Policy.

1.1: 14 March 2020: Insertion of new paragraph 1 (regarding cancellations because of coronavirus (COVID-19)). Paragraph numbering amendments to reflect insertion of new paragraph 1.

1.2: 20 April 2020: New wording to apply to orders made after 20 April 2020.