

BMP+ Refund & Return Policy

'Change of Mind' Refund Policy

Clients should take the time to choose their product and service carefully as BMP Plus Pty Ltd. does not provide "Change of Mind" refunds for our product BMP+.

To ensure that clients have the best opportunity to choose the correct product or service for their needs, BMP Plus Pty Ltd. provides several ways to evaluate our products and services prior to purchasing.

- Trial versions are available upon request free to clients to evaluate our products.
- Email support and advice by contacting admin@bmpplus.com
- In person advice via client managers.

Cancellations

Refunds for Cancellations will only be accepted under the following circumstance.

- Stock purchases – cancellations providing stock has not been shipped.
- Professional assistance purchases – within 4 working hours of purchase.

Returns

All authorised returns must be accompanied by an RA (Return Authorisation) request, which is issued by BMP Plus Pty Ltd. These goods must be returned at the Clients' cost within 14 days of the delivery date. Issue of an RA number does not guarantee replacement, credit or refund. Goods returned without a valid RA will not be accepted and will be returned at the client's cost.

Payment Variations

When a payment is received that differs to a quoted amount for any additional support services, BMP Plus Pty Ltd. may adjust future rates to offset the difference proportionally.

Credit Notes

If a credit note is issued to a client, the credit note will remain valid for 6 months from its date of issue.

Refund process

Requests for refund must be received in writing. You can write to BMP Plus Pty Ltd. as follows:

Mail to: BMP+ Refund Requests
244 Summerleas Rd.,
Kingston, Tasmania,
AUSTRALIA, 7050
Email: admin@bmpplus.com

A refund will be processed within 4 weeks of receipt of request.

- Refund of credit card payments will be made to the card initially used.

- All other refunds will be paid direct credit. Please allow additional time for postage. In the case of direct credit, bank details will be required to complete the refund.