

Return Equipment

If you need to return FibreMax equipment, please follow the steps below to ensure safe and proper delivery.

Return Instructions:

1. Prepare the package
2. Place the phones in their original packaging if available.

If not, use sturdy packaging with bubble wrap or protective padding.

 Do not use regular mailing envelopes – they will not protect the equipment.

3. Ship the equipment

Send the phones, with shipping paid by you, to the following address:

Attn: FibreMax
7 St Ives Loop
Kallaroo, WA 6025

4. Use a tracked service

Always use a shipping company that provides proof of delivery.

FibreMax will not be responsible for lost shipments without tracking.

5. Condition of returned items

FibreMax will not accept products damaged due to accidents, misuse, natural disasters, or unauthorized repairs/modifications.

6. Send shipping details

Once shipped, email the tracking number and shipment details to:
accounts@fibremax.com.au



7. Return deadline

Equipment must be received within 30 days of the service cancellation date.

If not received, FibreMax will issue an invoice for the replacement cost of the equipment.

Tip: Keep a copy of your shipping receipt and tracking number until your return has been confirmed as received.

Following these steps ensures your equipment is returned safely and your account is kept in good standing.

