

How to Return your Product

At ENGLAON, our quality control team inspects every TV and carefully checks its functionality before each product is shipped. While we make every effort to deliver outstanding products, we understand that sometimes returns are necessary.

Once you've contacted Customer Services, we'll send you a prepaid Australia Post label so that you can return your TV to us at 820 Mountain Highway, Bayswater, VIC, 3153. *

*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 mobile & email contact*
- *brief explanation detailing your reason for return*

All TVs will need to be suitably packaged for transit prior to return to prevent any damage, especially to the screen. We hope you understand that we can't cover the cost of the packaging you'll need, nor will we be able to send 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 unplug all cords and accessories from 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 its original packaging. See the example images below.



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.