

## Refund, Return and Repair Policy

This Refund, Return and Repair Policy is applicable to purchases of goods made in a Medimart store and online via [www.medimart.com.au](http://www.medimart.com.au).

At Medimart we want our purchasers to be satisfied with their purchase.

We recommend that:

- a prospective purchaser read this Refund, Return and Repairs Policy prior to making a purchase so that an informed decision can be made, and the purchaser can understand their rights under Australian Consumer Law.
- immediately inspect any goods that are delivered to the purchaser or that the purchaser purchases and/or collects from a Medimart store, to ensure the purchaser is completely satisfied with the goods, including that the goods are of acceptable quality, and match the description Medimart has provided.

If you have any questions about this Refund, Return and Repair Policy, please contact one of our **Customer Support Team**.

### Returns Policy

We want you to love the goods purchased.

The purchaser should choose carefully as refunds are not normally provided where a purchaser has simply changed their mind, made a wrong selection or simply found the goods less expensive elsewhere.

Please note refunds are not permitted for special orders or custom goods orders.

We recommend the purchaser carefully preview the goods and any orders before proceeding with the order or purchase.

The purchaser must provide a receipt or proof of purchase when returning an item.

Goods that have been opened, tampered with, or are not in their original packaging are not eligible for return or refund. Medimart is unable to restock and resell returned Goods where health, hygiene and safety have been compromised.

Our policy including the change of mind limits do not exclude or replace your rights under Consumer Guarantees of the Australian Consumer Law, regulations or otherwise as required by law.

Medimart Point of Purchase means, as applicable:

- for Website Orders, the Medimart warehouse where the goods were initially dispatched; or
- for Medimart Store Orders, the relevant Medimart store where the goods were purchased.

### Warranty Returns

The purchaser must return goods at their own expense to Medimart Point of Purchase for warranty assessment.

If goods are deemed to have a defect covered by the warranty, Medimart will repair or replace the good and cover the return shipping costs back to the purchaser. If the good is found not to have a defect covered by the warranty, the purchaser will be responsible for any return shipping costs.

### Interstate Warranty Returns

Purchasers are responsible for the cost of shipping goods to the Medimart Point of Purchase for warranty assessment.

If the item is deemed covered under warranty, Medimart will cover the cost of shipping the repaired or replaced goods back to the customer.

## Remote Locations

In circumstances where goods are located in remote areas or locations not currently serviced by Medimart, Medimart is not obligated to conduct on-site inspections at the purchaser's premises. The purchaser is required to return the goods to the Medimart Point of Purchase for any assessment, repair, or warranty claim processing.

## Warranty Assessment Returns

Goods must be returned to the Medimart Point of Purchase for warranty assessment within 30 days of discovering a defect.

Failure to do so may result in the warranty claim being denied.

## Refurbished Parts

Medimart may, at its discretion, use refurbished parts or goods of equivalent quality for repairs under warranty.

## Proof of Purchase

Refunds, exchanges or repair requests must be accompanied by any one of the following proof of purchase documents:

- Original register receipt tax invoice (electronic or photograph will be accepted)
- Online Tax Invoice (order confirmations will not be accepted)
- Packing slip included in all online purchases and click & collect
- Original return/exchange receipt/gift receipt

Please note that Medimart staff are not responsible for proving a purchase. The purchaser must supply the proof of purchase, which Medimart staff can adequately validate.

## Consumer Guarantees and Your Rights Under the Australian Consumer Law

Please refer to [Consumer Guarantees](#) for more information.

## Goods Damaged in Transit

For online purchases, if any goods arrive to the purchaser damaged, please contact the [Customer Support Team](#) as soon as possible.

After reviewing the claim, Medimart will contact the purchaser to discuss the options available to resolve the issue.

In most cases, Medimart will either arrange for the return of the damaged goods for replacement or refund - or a replacement part may be provided where the damage is minor.

## Reporting Transit Damage

Purchasers must report any goods damaged in transit within 48 hours of delivery. Claims made after this period may not be accepted.

## Return Shipping Costs for Transit Damage

If goods are reported damaged in transit and the claim is accepted, Medimart will cover the cost of return shipping for assessment. If the damage claim is not accepted, the purchaser will be responsible for return shipping costs.

## Difference Between Warranty Claims and Transit Damage

**Warranty Claims:** Cover defects in materials or workmanship under normal use during the warranty period. Purchasers must send goods to Medimart at their expense for assessment.

**Transit Damage Claims:** Cover damage occurring during delivery. Such claims must be reported within 48 hours of delivery for assessment, and Medimart will handle the return shipping costs if accepted.

## Refunds

Refunds will be processed by the relevant Medimart store and will usually be processed within 7 days.

Refunds for all purchases will be given using your original payment method (online purchases will be refunded to the account used to pay) except in the following circumstances:

- where a credit or debit card was used to make the purchase, the cardholder and the same card used for the purchase must also be presented and used for the refund; and
- If the purchase was made using a mobile payment or digital wallet service such as Apple Pay, Samsung Pay, Google Pay etc, the refund will be processed back to the mobile or digital wallet.

**\*\*All refunds are subject to the Restocking Fee.**

## Gift or Bonus with Purchase Offers and Bundled Items

Where goods are purchased with a gift or bonus offer, the gift or bonus must also be returned (unless otherwise stated).

If the purchaser is unable to return the gift or bonus or it is not in a saleable condition, the value of any available refund will be reduced by the value of the gift or bonus (in full or in part).

In the instance of bundle offers, all goods within the bundle must also be returned or the value of the unreturned goods will be deducted from any available refund.

## Delivery Charges

Where Medimart considers the goods to have breached a **Consumer Guarantee**, any delivery or shipping costs to return the goods to Medimart Point of Purchase will be at Medimart's cost.

## Returns and Repairs

The purchaser may return goods Medimart has delivered to the purchaser by contacting the **Customer Support Team**.

The purchaser may also contact or attend the Medimart Store where the items was collected, or where the goods were despatched from or purchased from.

Not all purchases are eligible for return.

Items specifically not eligible for return include products customised at the request of the purchaser, including but not limited to changes in fabric, colour and size.

Medimart staff will assist the purchaser with any return or repair.

Medimart may assist by inspecting the goods, arranging for the goods to be sent for repair, or providing the purchaser with a replacement.

Goods must be returned within a reasonable time. This timeframe may vary from good to good and may depend on the type of good purchased and the price paid by the purchaser.

If any goods cannot be easily returned to a Medimart store, due to their size, the fault or because they have been affixed or installed in the purchaser's premises, please contact the **Customer Support Team** and we may, at Medimart's discretion, I (but are not obliged to) arrange an inspection to assess the goods. The purchaser at all times remains responsible to return the goods to the Medimart Point of Purchase for any assessment, repair, or warranty claim processing.

Goods returned for repair will be assessed and/or repaired within a reasonable time. The purchaser may be provided with an indicative repair time, which time may vary due to reasons beyond Medimart or the repairer's reasonable control, such as part availability and incorrect fault description.

The Purchaser may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide the purchaser with an indicative fee, which fee may vary due to reasons beyond Medimart's control.

In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## **Return Restocking Fee**

All returns require the approval of Medimart.

20% of the good's purchase price (**Restocking Fee**) will be applied for the return of any goods unless otherwise deemed defective.

Any returned goods must be returned in original manufactures packaging.

## **Tax Adjustment Note**

Please note, when returning goods totalling \$1,000 or more and requesting a Tax Adjustment Note, the purchaser's name, address and Australian Business Number (ABN) (if applicable) will be required.

## **Privacy**

Medimart is committed to protecting your privacy. Please see the **Privacy Policy**.

The purchaser may be asked to present and record photo identification so that Medimart can record the purchaser's name, identification type, identification number and expiry date and verify the purchaser's signature.

Acceptable identification must also include the purchaser's full name with a future expiry date. For example, Australian Driver's Licence or Passport.

## **Contact Us**

Where you have any questions or concerns relating to your Order, please immediately contact our **Customer Support Team**.