

# PRICE MATCH GUARANTEE

## Our Commitment

Bribie Medical Equipment aims to offer competitive pricing across our range of products. If you find the same product available from another Australian retailer at a lower price, we may match that price in accordance with the conditions outlined below.

This policy helps ensure our customers receive fair value while maintaining confidence in the products we supply.

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## Eligible Products

To qualify for a price match, the competing product must:

- Be the same brand, model and specifications as the item sold by Bribie Medical Equipment
  - Be currently available for purchase
  - Be in stock with the competitor, either in-store or online
  - Include GST and any applicable delivery charges in the advertised price
  - Be available for standard retail purchase quantities, not bulk or commercial orders
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## Eligible Competitors

Price matching will only apply where the competing retailer:

- Operates as a registered Australian business
  - Holds a valid Australian Business Number (ABN)
  - Is registered for GST
  - Is an authorised distributor or retailer of the product
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## Products and Situations Not Covered

Price matching does not apply to:

- Clearance, sale, refurbished or display items
- Bundle offers or promotional packages
- Liquidation or limited-stock sales
- Products sold by wholesalers, importers, auctions or marketplace sellers

We also cannot match prices that result from:

- Pricing errors or misprints
  - Cashback promotions, discount vouchers or rebates
  - Prices that fall below our cost price
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### **Providing Evidence of a Lower Price**

To request a price match, customers must provide reasonable proof of the competitor's price.

Acceptable evidence may include:

- Access to the competitor's live product webpage
- A written quote or official document showing the product details and price
- A screenshot or photo of the advertised price

We may verify the information by:

- Checking the competitor's website
  - Contacting the competitor directly
  - Using other reasonable methods to confirm availability and pricing
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### **When the Price Match Applies**

Price matching will be considered:

- At the time of purchase, and
  - When proof of the lower price is presented in-store
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### **Additional Conditions**

Price matches cannot be combined with other promotions, discounts or quotes offered by Bribie Medical Equipment.

Bribie Medical Equipment reserves the right to update, amend or withdraw this policy at any time.