

Returns, Remedies & Customer Care Policy

Our Approach to Customer Support

Bribie Medical Equipment and its related entities are dedicated to operating in accordance with the Australian Consumer Law (ACL). We aim to address customer concerns in a fair, transparent and timely manner.

All products and services we supply are covered by consumer guarantees that apply under Australian law and cannot be excluded.

Many of our products assist with mobility and everyday independence, so we approach every return or refund request with consideration and professionalism.

Australian Consumer Law requires that products supplied to customers:

- Meet acceptable quality standards
- Are safe and reasonably durable
- Perform the purpose they are intended for
- Match any description, advertisement or demonstration model

If these requirements are not met, customers have the right to an appropriate remedy.

When a Product Has a Major Problem

A product is considered to have a major failure if:

- It cannot perform its intended purpose and cannot easily be repaired
- It differs significantly from the description or representation
- A reasonable consumer would not have purchased the product had they known about the issue
- It poses a safety risk

Where a major failure occurs, the customer may choose either:

- A replacement product, or
- A full refund.

Refunds will be issued for the full purchase amount paid and returned using the original payment method where possible. No administrative or restocking charges will apply in these circumstances.

We cannot offer a refund, repair, exchange or credit if under the following circumstances:

We cannot offer a refund, repair, exchange or credit if under the following circumstances:

- You change your mind once the item has been purchased.
- Damage the goods through misuse.
- If a product was specifically recommended by your Therapist. Under these circumstances, if you are not satisfied, please contact your Therapist as we take our direction from them.
- You do not have proof of purchase (please keep your receipt as proof of purchase).
- The item is no longer required, or your personal circumstances have changed since the date of purchase, making the item irrelevant or unusable.
- Purchasing an item for someone else and that person determines the item is not suitable once they receive the product, unless the item is faulty, this is considered a change of mind.
- A 20% restocking plus collection fee will be applied for returned items (If applicable).

Minor Issues That Can Be Fixed

If the issue with a product is considered minor and can be resolved within a reasonable period, we may:

- Repair the item
- Replace the item
- Offer a refund where appropriate

We will communicate openly with the customer to determine the most reasonable outcome.

Hire Equipment

All hire equipment is also covered by consumer guarantees.

Please phone prior to hire completion to arrange extension of hire or return of the hire items.

Please note there would be a collection fee if collection is required. Alternatively, you may return the items to the store by the hire completion date.

No refund will be given on hire items returned prior to the hire completion date.

Damaged items will incur a charge for repair or replacement.

If hired equipment is faulty, unsafe or not suitable for its intended purpose, we will:

- Repair or replace the equipment, or
- Provide a refund for the unused portion of hire fees where required by law.

During the hire period, customers are responsible for any loss or damage beyond normal wear and tear.

Deposits may be used to cover:

- Damage beyond ordinary use
- Excessive cleaning requirements
- Failure to return equipment

Deposits will not be retained where equipment does not meet consumer guarantees.

Timeframes for Requests

Australian Consumer Law does not impose fixed time limits (such as 7 or 30 days) for seeking remedies.

We therefore do not apply deadlines.

Each request will be assessed based on what is reasonable considering factors such as:

- The nature of the product
- Its expected lifespan
- The price paid
- The type of issue experienced
- Normal customer expectations

Manufacturer warranty periods do not limit or replace consumer guarantee rights.

Proof of Purchase

Customers may be asked to provide reasonable evidence of purchase. This may include:

- A receipt
- An invoice
- An order confirmation
- A bank or card statement

Where possible, we will assist customers in locating purchase records within our system.

Packaging

Customers are not required to return goods in their original packaging when exercising rights under Australian Consumer Law.

Original packaging may only be relevant for change-of-mind returns where resale condition is necessary.

Getting in Touch

If you believe a product does not meet the required consumer guarantees or you would like to discuss a return or refund, please contact the Bribie Medical Equipment team.

We are committed to resolving issues respectfully, efficiently and fairly.
