

Policy: Refund and Return Policy

Policy Objective

Except when required by law, St John Ambulance Western Australia Ltd will accept product returns as outlined below.

Policy Statement

When can an item be returned?

An item may be returned when:

- Goods are not fit for purpose
- Goods supplied were not as originally ordered, or supplied incorrectly
- It is faulty or requires repair

Returns

- You may return your items within 14 days (some exclusions apply) for a full refund or exchange as long as it is returned in a saleable condition with original proof of purchase. The refund will be provided using your original payment method.
- By saleable condition we mean that the item hasn't been opened or used, is still in its original packaging and all manuals, packaging and accessories are included. This will be assessed when the item has been returned to our warehouse.
- If you can't provide proof of purchase, you will be asked to provide identification for products, containing your full name. We will record your name and form of identification provided, and we'll offer you an exchange coupon to the value of the current price of that product.

Excluded change of mind items

The following items cannot be returned if you change your mind:

- Print Material
- Automated Defibrillator Devices
- Specialised Medical Devices

What if there is a discrepancy with my order?

Please check off goods on arrival as we cannot guarantee replacement of disputed items after a period of 48 hours.

Faulty or damaged products:

St John will accept returns and provide you with an exchange voucher, refund (refund will be provided using original payment method) or repair where:

- The item is faulty or is not of acceptable quality, or
- The item is not fit for its intended purpose, or
- The product does not match the sample or our description; and
- You can present a receipt or other adequate proof of purchase

As soon as the faulty item is discovered, please contact us on (08) 9934 1252 or email supplychain@stjohnambulance.com.au.

We will provide you with a Goods Return Number and postage information to return the item to us.

Please note you may not receive your credit or replacement on the spot as the warranty will need to be assessed. We may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. We reserve the right not to offer an exchange voucher, refund or repair where the item fault is a result of misuse or neglect.

What do I need to do to return the item/order?

In order to successfully receive a refund or credit for item/s, the following conditions must be met;

1. All returned goods must be issued with a goods return number from St John Ambulance.
2. All returned goods for credit will incur a 10% service fee with any/all freight charges being payable by the customer.
3. All returned goods must be received back in a 'saleable' condition. Re-packaging charges on return stock for damaged packaging will apply where applicable.
4. Products held for over 14 days from invoice date will not be accepted back for credit or exchange and are no longer eligible for return.
5. At the discretion of St John "special orders" may/may not be returnable.
6. All goods must be returned with proof of purchase (Delivery Docket / Tax Invoice).

Proof of Purchase

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

- Original receipt (no photocopies accepted)
- Online Tax Invoice (order confirmations will not be accepted)
- Financial Statement (i.e bank statement, credit card statement)

How do I get a refund?

Once your goods are assessed and are considered acceptable for return they can be credited. Refunds will be processed via the payment type of the purchase, either credit card refund, cheque or account credit.

What if my goods are not eligible for a refund?

If your goods are:

- Returned outside the 14 day allowance
- Not in the same condition they were purchased in (not in a saleable condition)
- Returned without a valid proof of purchase
- Ordered specifically for you (MTO, not generally held in stock or a large quantity)

Your specific case may be looked at; however it is not guaranteed that we will be able to provide a refund.

What if I want to re-order something?

This is acceptable; however it will be a separate order from the credit. Re-ordering can be done online, via email, phone, fax or in person at the Shop or regional office.