

Return and Replacement or Refund Policy –

1.Change of mind returns

Disability Australia Group Pty Ltd does not offer change of mind returns on the products due to hygiene reasons as they are consumables, subject to any rights you may have and obligations we may have, under the Australian Consumer Law, and any applicable product warranties. For full details of Australian Consumer Law please visit consumerlaw.gov.au.

In case of any product purchased which has a Manufacturer's warranty the customer needs to get in touch with the manufacturer for claiming the warranty and follow their process.

2.Hearing and Vision Equipment

Please note we are not suppliers for some of the hearing and vision equipment and only provide a platform for other suppliers to host their products on AidBox. For return and refund related to these hearing and vision equipment please refer to the return and refund policies on the relevant supplier's website.

3.When will products be accepted for return?

- a) When the Australian Consumer Law or other applicable legislation require us to accept a return as per section 5 or
- b) When we are correcting an incorrect order or supply.

4.How do I proceed with returning damaged or defective products?

If your product is damaged or defective, you can return it by contacting our customer service team at aidbox@disabilityaustraliagroup.com.au using the subject line "Damaged or defective product return for order number xxxx" including the following information:

- ✓ Order Number
- ✓ Information about the damage or defect
- ✓ Photo of the product to be returned
- ✓ Contact phone number

Our customer service team will review the return request and send further instructions for the action to be taken. We will replace the item unless the item is eligible for refund. Where an item is eligible for a refund of this kind, we will refund the price of the item as well as the original order shipping costs to your original payment method after deducting the packaging costs paid by us.

Return of items remains your sole responsibility and risk, and we accept no responsibility for items damaged or lost in the return transit.

5.Replacement or Refund

Where an item is eligible for a replacement, we will first replace the product. If a replacement is not possible then a refund will be processed. We will refund the price of the item to your original payment method within 14 working days of our assessment and confirmation of your eligibility for refund in accordance with your rights under the Australian Consumer Law. No cash refunds will be provided.

If a purchase has been funded under a government program and payment has been made by a package manager or plan manager or similar, the refund payment will be made to that funder rather than to the end-user customer unless there is agreement from the funder to the contrary.

We will send you an email to confirm once your refund has been processed.

6. Cancellation

Disability Australia Group Pty Ltd does not offer option to cancel an order before it is shipped.