

## **Terms of service**

### **1. General**

- 1.1 This website is operated by Disability Australia Group Pty Ltd, ABN 30 6578 85259 (referred to as AidBox, 'we', 'our', or 'us') selling the consumable products through the online shopfront named aidox.com.au. You refer to the user or customer purchasing products from our website.
- 1.2 Website means the AidBox website (which can be accessed at [www.aidBox.com.au](http://www.aidBox.com.au), including all subpages).
- 1.3 Products means the products available for sale on the Website.
- 1.4 By requesting, ordering, purchasing, or receiving delivery of any of our Products, you are deemed to have accepted these Terms, and you agree that these Terms shall apply to the exclusion of all others.
- 1.5 By ordering certain Vision and Hearing Equipment available on our website, you acknowledge that the sale of such products to you will be undertaken by third-party providers who supply products when purchased from our website.

### **2. Registration**

- 2.1 You acknowledge that you can create an account with us through our website and that you are not permitted to have more than one active account linked to your email address.
- 2.2 You may delete your account at any time by going to your account settings. You can update your name and address details by going to your account settings.

### **3. Product Information**

- 3.1 We reserve the right to refuse Products to you for any reason at any time.
- 3.2 We reserve the right to change the prices of our Products or otherwise modify or discontinue certain Products without providing any notice to you.
- 3.3 We will use commercially reasonable efforts to be as accurate as possible when providing our Products to you through our website. All product descriptions, images and other information are provided in good faith and are accurate to the best of our knowledge but we do not warrant that the product information available on the website is error-free.
- 3.4 In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail address provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

3.5 You agree that you will use the Products for their intended purpose and not for any illegal purpose. You must read and follow all product labels and usage instructions.

3.6 You agree not to reproduce, duplicate, copy, sell, resell or otherwise exploit any of our Products without receiving express written consent from us.

#### **4. Ordering**

4.1 By placing an order, you confirm that all information provided is accurate and complete, including your billing address, and any payment information required to process your order.

4.2 You agree to promptly update your account information, including your billing address, and any payment information so that we can process your purchases promptly and without delay or error.

4.3 We reserve the right to accept or reject your order for any reason, including if a product is unavailable, there is an error in the price or product description, payment cannot be processed, or we reasonably believe that you have provided incorrect information.

4.4 Where we have cancelled or otherwise refused your order, a member from our customer support team will email you to notify you of the same.

#### **5. Pricing and Payment**

5.1 All prices are in Australian Dollars (AUD) and include GST where applicable.

5.2 Payment must be made at the time of order using the available payment methods listed on our website.

5.3 We use secure third-party payment gateways. We do not store your full credit card information.

5.4 Ownership, title and property in the Products and in any proceeds of sale of those Products remains with Disability Australia Group Pty Ltd until payment is made in full for the Products.

5.5 Promo Codes:

5.5.1 Disability Australia Group Pty Ltd reserves the right to modify or cancel promo codes at any time.

#### **6. Shipping and delivery**

6.1 Please see our Shipping Policy available at \_\_\_\_\_

6.2 We deliver within Australia only. Estimated delivery times are provided on our website.

6.3 We will use reasonable efforts to deliver your order within the estimated timeframe but are not liable for delays beyond our control.

6.4 Risk in the goods passes to you upon delivery.

## **7. Return and Replacement or Refunds**

7.1 Please see our [Return and Replacement or Refund Policy](#) available at \_\_\_\_\_

7.2 We comply with the Australian Consumer Law and offer refunds or replacements for faulty or damaged goods.

## **8. Funding Reimbursement**

Please be advised that while we offer a range of consumables, including continence products, it is solely your responsibility to determine which items are eligible for reimbursement or purchase using your funding. We do not provide financial advice or guarantee regarding the eligibility of any specific product for funding approval. You are strongly encouraged to consult with your plan manager, support coordinator, or relevant government agency to confirm the suitability of your purchases before proceeding. Any purchases made on our website is taken to mean that you have understood and accepted your funding limitations.

## **9. Privacy**

9.1 We collect and handle personal information in accordance with our [Privacy Policy](#) available at \_\_\_\_\_.

9.2 We do not collect or store sensitive health information.

9.3 You agree that we may from time to time send you electronic messages or tailored advertising for our products by email, SMS, phone or mail. You may choose to 'opt out' of receiving such messages, however where you have not 'opted out' you agree to receive such messages from us until you have opted out.

## **10. Limitation of Liability and Disclaimers**

10.1 We do not offer any warranties and 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.

10.2 To the maximum extent permitted by law, in no event will we, or our affiliates, be liable for any consequential loss including loss of profits, loss of data, loss of business opportunities, or reputational damage that results from the purchase or use of products from our website.

## **11. Indemnification**

You agree to indemnify, defend and hold harmless Disability Australia Group Pty Ltd and our subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, from any claim or demand, including reasonable legal fees, made by any third-party due to or arising out of breach of these Terms or the documents they incorporate by reference, or violation of any law or the rights of a third-party.

## **12. Changes to These Terms**

We may update these Terms from time to time. The version published at the time of your order will apply to that purchase.

## **13. Inconsistencies**

If there is any inconsistency between these Terms and any other agreement that you have with us, or any terms, conditions, notices or disclaimers displayed on individual pages of the Website (Other Terms), these Terms prevail over the Other Terms to the extent of the inconsistency.

## **14. Governing Law**

These Terms are governed by the laws in force in the State of New South Wales, Australia. In respect of all matters connected to these Terms, you irrevocably submit to the exclusive jurisdiction of the Courts of the State of New South Wales, Australia. Any rights and remedies to which you are entitled under the Australian Consumer Law arise independently of these Terms and this clause does not apply to any claim you may have under the Australian Consumer Law.

## **15. Contact Information**

If you have any concerns about your order, your privacy, or would otherwise like to raise an issue with us, please contact us at the below:

**Phone:** [02 9687 8271](tel:0296878271)

**Email:** [aidbox@disabilityaustraliagroup.com.au](mailto:aidbox@disabilityaustraliagroup.com.au)

**Hours:** Monday - Friday 8:30am - 4:30pm AEST