

# Policy: Refund and Return Policy

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## 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?

If you have informed SJA Shop staff, or the regional office where the goods were purchased, of the intended return within 14 days of the original order being processed. The physical return then needs to be within 5 business days.

Returned good(s) will be accepted for the following reasons:

1. Goods supplied were not as originally ordered, or supplied incorrectly
2. Goods supplied were damaged or faulty.

### 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.

### How can an item be returned?

An item can be posted or delivered back to Shop at 209 Great Eastern Highway, Belmont WA 6104, or to the regional office the goods were purchased from.

### 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).

### 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 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.

### 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 my order is faulty?**

As soon as the faulty item is discovered, please contact the Shop (08 9934 1479) or your regional office. You will then receive a Goods Return Number and can either post, or bring the stock in. Please note you may not receive your credit or replacement on the spot as the warranty will need to be assessed.