

# RETURN GOODS POLICY

## **Australian Consumer Law**

Products sold by BACK TO SLEEP BALWYN PTY LTD ACN 166 295 683 T/AS BACK TO SLEEP BALWYN ABN: 93 166 295 683 (**back to sleep**) come with guarantees that cannot be excluded under Australian Consumer Law. Consumers are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. Consumers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

A "major failure" as defined in the Australian Consumer Law broadly is one where a reasonable consumer would not have acquired the goods had the consumer been fully aware of the failure, the goods are unsafe, substantially unfit for purpose or departed significantly from the demonstration model or sample. In this regard you should refer to the Australian Consumer Law.

Consumer guarantees cannot be excluded and are in addition to any express warranty (warranty against defects) you are given.

There may be circumstances where you are not entitled to a remedy.

For further information about the Australian Consumer Law and consumer guarantees, visit [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

## **Express Warranty**

In addition to all rights and remedies to which consumers may be entitled under Australian Consumer Law and any other relevant legislation, **back to sleep** offers a further Express Warranty for products.

The benefits given to consumers by the Express Warranty are in addition to other rights and remedies that may be available under a law in relation to the products to which the Express Warranty relates. This Express Warranty does not exclude, restrict or modify any such statutory rights or remedies.

**back to sleep** warrants the products sold by it are free from defects in material and workmanship for the warranty periods specified.

## **When will goods be accepted for return?**

1. When there is deemed to be a breach of a Guarantee under Australian Consumer Law or other applicable consumer protection laws or regulations; or
2. When there is deemed to be a breach of any express warranty given by **back to sleep** or the manufacturer of the goods, and the goods are returned in accordance with the terms of that warranty.

## **No change of mind returns**

Please choose carefully as returns and refunds are not possible where you have changed your mind, made a wrong selection or found the goods cheaper elsewhere. Please carefully review the goods and ask as many questions as possible to decide the goods are appropriate for you before proceeding with your final purchase.

## **Assessment and condition of goods for acceptable return**

**back to sleep** reserves the right to assess the eligibility of goods before accepting them for return. This includes reviewing the condition and age of the goods.

All goods that a customer wishes to be assessed for return must be:

- (a) accompanied by valid proof of purchase documentation from **back to sleep**;
- (b) unaltered, unmodified, unmarked, undamaged and complete with instruction manuals, tags, labels and accessories supplied with the goods as part of the purchase;

Please note that it may be necessary for the manufacturer of the goods to inspect the goods in order to assess eligibility for return. **back to sleep** will endeavour to procure such assessment within a reasonable time.

While goods are being assessed, **back to sleep** will not be deemed to have accepted the goods for return.

## **Non-returnable goods**

Other than any remedies under Australian Consumer Law or other relevant legislation, goods which are used in a way or environment that would create OH&S and hygiene risks may not be returned. This includes any goods that may have been soiled or exposed to biological contamination. This also includes but is not limited to goods used for: bathroom & bathing; toileting; toileting & hygiene slings; stockings & undergarments; pillows, bedding & protectors; continence products; bracing & supports; compression garments; personal kitchen aids; cutlery & crockery.

## **Customised or special orders may not be returned**

Goods that have been customised or modified to suit the specific needs of the customer or user may not be returned.

Goods that have been purchased in specifically for the customer or user and would not normally be held in stock by **back to sleep** as part of **back to sleep's** range may not be returned unless upon request **back to sleep's** supplier accepts the return from **back to sleep**. **back to sleep** will endeavour to procure such acceptance within a reasonable time.

## **Restocking Fee**

**back to sleep** reserves the right to apply a restocking fee of 20%. The customer will be contacted after the goods have been assessed to advise if the restocking fee applies.

## Delivery Charges

Where upon assessment it is confirmed that goods have breached a consumer guarantee under Australian Consumer Law, any shipping costs to return the goods to **back to sleep** will be at **back to sleep's** cost. If the goods have not breached a consumer guarantee under Australian Consumer Law, any shipping costs to return the goods to **back to sleep** will be paid for by the consumer.

## What happens when your goods are accepted for return?

Subject to any obligation of **back to sleep** at law to the contrary, when **back to sleep** accepts goods for return:

1. For a failure to comply with a consumer guarantee which is not a "major failure", **back to sleep** may either:
  - (a) have the goods repaired or provide an identical replacement; or
  - (b) provide a refund of the amount paid for the goods; within a reasonable time.
2. For a failure to comply with a consumer guarantee which is a "major failure" and cannot be remedied, you may either:
  - (a) reject the goods and choose a refund or identical replacement or one of the same type and similar value (if reasonably available);
  - (b) keep the goods and get compensation for any drop in value of the goods caused by the failure; or
  - (c) agree with **back to sleep** to a repair of the goods; and
3. Under [express warranty](#), **back to sleep** may either repair or replace the goods or offer a refund in accordance with the [express warranty](#).

If goods are accepted for repair, **back to sleep** will undertake such repairs within a reasonable time. All repairs will be undertaken as prescribed under the ACL.

## Refunds

If you are entitled to a refund under the ACL, your refund will be issued by credit card, cheque or EFT depending on your original payment method for the goods. No cash refunds will be provided.

This document is to be read in conjunction with the **back to sleep** terms and conditions that can be found on our website at [www.backtosleep.com.au](http://www.backtosleep.com.au)