

RETURNS, EXCHANGE, & CHANGE OF MIND POLICY

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PURPOSE

This policy sets out how Rehab Hire & Sales handles requests to return, exchange or cancel goods and hire arrangements, including where a customer has changed their mind. It exists to ensure customers are treated consistently and fairly, to protect infection control and hygiene standards, and to meet Rehab Hire & Sales obligations under the Australian Consumer Law (ACL).

This policy applies to all customers including the general public, and applies alongside any separate funding arrangements with NDIS, TAC, WorkSafe, hospitals funding programs, home care packages, and aged care providers. Where a funding body's purchase order or service agreement sets its own return process, that funder process takes precedence for that transaction.

SCOPE

This policy covers three distinct situations, which are treated differently:

1. Goods that are faulty, not as described, or otherwise not of acceptable quality (consumer guarantees)
2. Change of mind on a sale of goods
3. Cancellation or early return of a hire arrangement

1. FAULTY OR NON-CONFORMING GOODS (CONSUMER GUARANTEES)

Customers have rights under the Australian Consumer Law that cannot be excluded. If goods are faulty, unsafe, significantly different from what was described, or do not do what Rehab Hire & Sales said they would do, the customer is entitled to a repair, replacement or refund depending on whether the problem is major or minor.

These rights apply regardless of the change of mind rules below.

Consumer guarantee rights apply regardless of, and may continue after, any manufacturer's or Rehab Hire & Sales warranty period. Rehab Hire & Sales will not tell a customer that their entitlement to a repair, replacement or refund has ended simply because a warranty period has expired.

- Customers should report a suspected fault to Rehab Hire & Sales as soon as possible.
- Rehab Hire & Sales will assess the item and determine the appropriate remedy in line with the ACL.
- Proof of purchase is required.
- Consumer guarantee claims are handled promptly and at no cost to the customer. Rehab Hire & Sales does not charge assessment or inspection fees, and does not require burdensome paperwork, before considering a repair, replacement or refund for goods that may not meet a consumer guarantee.
- For a major failure the customer chooses between a refund or replacement. A store credit is not offered as a substitute for a repair, replacement or refund where a consumer guarantee applies.
- Where goods are faulty, Rehab Hire & Sales will arrange and cover the cost of return or collection, particularly for large or heavy items, and the customer is not required to return the item before a remedy is assessed.
- Where resolving a fault will take time, Rehab Hire & Sales will use reasonable efforts to provide suitable loan equipment until the issue is resolved, subject to availability and clinical suitability.

2. CHANGE OF MIND ON A PURCHASE

Rehab Hire & Sales is not legally required to provide a refund or exchange where a customer simply changes their mind. As a goodwill measure, Rehab Hire & Sales may consider change of mind requests on a case-by-case basis at the managing partners' and Directors' discretion, subject to the eligibility conditions and exclusions below.

This change of mind policy does not limit or replace your rights under the Australian Consumer Law. If goods are faulty or do not meet a consumer guarantee, you remain entitled to a repair, replacement or refund regardless of the conditions below.

Eligibility (all must be met)

- The request is made within 14 days of the delivery date.
- The customer provides proof of purchase.
- The item is unused, unopened where applicable, and in original resaleable condition with all packaging, manuals and accessories.
- The item is not on the excluded list below.

Where eligibility is met

The managing partners and/or Directors may, at their discretion, approve one of the following:

- An exchange for an item of equal or greater value (customer pays the difference), or
- A store credit, or
- A refund, which may be subject to a restocking fee. Any restocking fee will reflect the genuine cost to Rehab Hire & Sales of handling, inspection and re-cleaning, and will not be applied as a penalty.

The customer is responsible for the cost of returning the item to Rehab Hire & Sales for a change of mind return.

Where the original purchase was funded by a third party (for example an NDIS plan manager, TAC or WorkSafe), any refund will be returned to that funder rather than the customer, unless the funder agrees otherwise.

Exclusions (no change of mind return)

For health, safety and infection control reasons, the following are not eligible for change of mind return or exchange under any circumstances:

- Hygiene and personal-contact items that have been used or had packaging opened, including but not limited to: toileting and commode equipment, shower and bathroom equipment, mattresses and bedding-contact items, wheelchair and seating cushions, slings and patient handling fabrics, and any item that contacts skin, wounds or bodily fluids.
- Custom, customised or special-order items made or modified to the customer specifications.
- Special-order items brought in specifically for the customer that Rehab Hire & Sales does not normally stock.
- Items where the hygiene seal or tamper-evident packaging has been broken.

3. HIRE CANCELLATIONS AND EARLY RETURNS

Change of mind on hire is treated separately to sales.

- A hire booking cancelled before delivery or dispatch may be cancelled at no charge, subject to 24 hours' notice.
- Once equipment has been delivered or collected by the customer or customer representative, hire charges apply. Early return does not automatically entitle the customer to a refund of charges already accrued.
- For funder-managed hires - collections and cessations follow the relevant funder process.

HOW TO REQUEST A RETURN, EXCHANGE, OR CANCELLATION

1. Contact Rehab Hire & Sales. For hire, email contact@rehabhire.com.au; for sales, email sales@rehabhire.com.au.
2. Provide proof of purchase and the reason for the request.
3. Rehab Hire & Sales will advise whether the request relates to a consumer guarantee or is a change of mind request, and the outcome, within 7 business days.

IF YOU ARE NOT SATISFIED (CONCERNS AND COMPLAINTS)

Rehab Hire & Sales welcomes feedback and aims to resolve concerns quickly and fairly.

- If you are not satisfied with an outcome, you can raise it with Rehab Hire & Sales using the Customer Feedback Form (rehabhire.com.au/download-forms), by emailing contact@rehabhire.com.au, or via our web chat at rehabhire.com.au.
- Rehab Hire & Sales will acknowledge and respond to your concern in line with our complaints and feedback process.
- If your concern is not resolved, you can escalate externally. Consumer matters can be raised with the ACCC on 1300 302 502 ([accc.gov.au](https://www.accc.gov.au)) or Consumer Affairs Victoria on 1300 55 81 81 ([consumer.vic.gov.au](https://www.consumer.vic.gov.au)). For NDIS participants, contact the NDIS Quality and Safeguards Commission on 1800 035 544 ([ndiscommission.gov.au](https://www.ndiscommission.gov.au)) or visit [Rehabhire.com.au/ndis-info/](https://rehabhire.com.au/ndis-info/)

RELATED DOCUMENTS

- Customer Feedback Form
- NDIS Complaint Form

REVIEW

This policy will be reviewed annually / as required or when relevant legislation changes.