

Approved by: Samantha Putkunz
Managing Partner
Date: 03 June 2026
Review: As Required

The following terms and conditions apply to all products and services provided by Rehab Hire & Sales. These Terms and Conditions constitute an agreement between Rehab Hire Pty Ltd ACN 139 444 492 and you, the customer.

By using our services and products, you agree to these Terms and Conditions. We may amend these Terms and Conditions from time to time and will take reasonable steps to notify customers of any material change. Amendments apply to orders and hire arrangements entered after the change takes effect and do not retrospectively alter any order or hire already accepted. If you do not agree to these Terms and Conditions, you should not proceed with engaging our services or products.

YOUR CONSUMER RIGHTS (AUSTRALIAN CONSUMER LAW)

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). Nothing in these Terms and Conditions excludes, restricts or modifies those guarantees or any other right or remedy you have under the ACL. Where any term in this document is inconsistent with the ACL, the ACL prevails

These Terms and Conditions must be read together with our Returns, Exchange and Change of Mind Policy. Where there is any inconsistency about returns, exchanges or remedies, that Policy and the Australian Consumer Law prevail.

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PURCHASE ITEMS

Delivery

Delivery fees are non-refundable for change-of-mind returns. Where goods are faulty, incorrect, or not as described, Rehab Hire & Sales will cover delivery and/or return costs after an assessment conducted by a Rehab Hire & Sales staff member, as required under the ACL.

Delivery charges apply to all orders processed, except for items delivered to hospitals within the Melbourne Metropolitan Area.

Any additional delivery or storage charges incurred by Rehab Hire & Sales resulting from a customer's action or request may be passed on to the customer at the discretion of Rehab Hire & Sales.

If the customer refuses to receive a delivered product, a fee of up to 20% of the purchase price may be payable to cover delivery/collection and handling costs incurred. This fee does not apply where the product is faulty, incorrect, or not as described.

If the delivery is incorrect, please contact our Customer Service Team on 1300 000 030 as soon as possible, ideally within seven (7) business days of delivery. Contacting us after this time does not affect your rights under the ACL.

Stock Changes or Delays

Rehab Hire & Sales reserves the right to change the source of any of its products without prior notice. Products on the Rehab Hire & Sales website are subject to modification in response to changes in design, specifications, or other factors.

Customers will be advised if out-of-stock products are placed on backorder and given the opportunity to cancel or amend their order, except for custom-made products or orders.

All products must be paid for in full, including delivery, before they are shipped and/or delivered.

Pricing

Prices may change from time to time. The price that applies to your order is the price quoted or confirmed when your order is accepted. All pricing is in Australian Dollars and includes GST unless otherwise stated.

Ownership (title) of the goods will pass to the purchaser only upon receipt of payment in full by Rehab Hire & Sales.

RETURN POLICY: NEW STOCK AND EX-HIRE STOCK

The following outlines our return policy for purchased items. By processing your payment with Rehab Hire & Sales, you accept the terms and conditions detailed below.

All return policies issued by Rehab Hire & Sales comply with the Australian Consumer Law (ACL).

Please place your order carefully. Change-of-mind returns are not guaranteed. Rehab Hire & Sales may consider a change of mind return at its discretion and in accordance with our Returns, Exchange and Change of Mind Policy.

If you require clarification or have any questions, contact us on 1300 000 030 or Sales@rehabhire.com.au before placing your order.

For change-of-mind returns, returned products must be in new, unused, and resaleable condition in the original packaging (where applicable). This condition requirement applies only to change-of-mind returns and not to faulty goods or goods that do not meet the consumer guarantee.

Approved Returns and Restocking Fee

For any approved change-of-mind return, a restocking fee of up to 20% of the price paid (including GST) may be deducted from the refund to cover the genuine costs of inspection, handling, administration, and refurbishment. Costs of return shipping and collection are the customer's responsibility for change-of-mind returns, unless otherwise agreed in writing. If the returned item is damaged, soiled, incomplete or missing any accessories, manuals or packaging, we may deduct additional amounts from the refund to cover repair or replacement costs.

This restocking fee does not apply where the return arises from a manufacturing fault, the item is not as described or otherwise defective, or where your statutory rights under the Australian Consumer Law apply. Rehab Hire & Sales reserves the right to refuse a change-of-mind return or reduce a refund where the item is not returned in a condition suitable for resale.

Custom Items

Customised items, including but not limited to scripted wheelchairs, scripted shower commodes, and items specifically ordered with custom fabrics or modifications, are not returnable for change of mind. This does not affect your rights under the ACL where the item is faulty or does not meet a consumer guarantee.

Non-Stock Items

Non-stock items, which are not held in our warehouse and are ordered upon request, are not returnable for change of mind. This does not affect your rights under the ACL where the item is faulty or does not meet a consumer guarantee.

Hygiene Items

Some Assistive Technology (AT) items are categorised as hygiene items, including but not limited to personal hygiene aids, incontinence products, wearable products, commodes, adaptive eating and drinking aids, mattresses, and pressure area management products. These items are not returnable for change of mind. Hygiene items that are faulty or do not meet a consumer guarantee remain covered by your rights under the ACL.

Faulty or Damaged Items

Rehab Hire & Sales has strict quality control procedures in place. Every item that leaves our warehouse is individually checked and signed off before being shipped.

If your item is faulty, contact Rehab Hire & Sales on 1300 000 030 or Sales@rehabhire.com.au. **Your rights to a repair, replacement or refund under the Australian Consumer Law apply regardless of, and may continue after, any manufacturer's warranty period.** Rehab Hire & Sales treats faulty and warranty items as a top priority.

Proof of purchase should accompany returned goods. Rehab Hire & Sales will assist customers in locating purchase records where possible.

Damage, such as dents, scratches, or blemishes, present upon delivery should be reported to Rehab Hire & Sales as soon as possible, ideally within seven (7) business days of delivery. Reporting after this time does not affect your rights under the ACL where the goods do not meet a consumer guarantee.

A manufacturer's warranty applies to products when used according to the manufacturer's instructions and when properly assembled and maintained, and does not cover negligence, unauthorised repairs or alterations, improper installation, or accident. **A manufacturer's warranty is separate from, and in addition to, your rights under the Australian Consumer Law, and these exclusions do not limit your consumer guarantee rights.**

To make a claim: contact Customer Service on 1300 000 030 or Sales@rehabhire.com.au. Once Rehab Hire & Sales has confirmed the return request complies with our Return Policy, you will receive an email with the details and outcome of your processed return. A refund or warranty replacement will be given once the item has been received and tested by Rehab Hire & Sales, except where, under the ACL, you are not required to return the item before a remedy is provided.

HIRE ITEMS

Rehab Hire & Sales maintains strict quality control and infection control procedures. All hire equipment is thoroughly cleaned, sanitised, safety-checked, and confirmed to be in good working order prior to delivery or collection.

All hires are charged on a weekly basis. Hire charges apply for each full seven (7) day period from the date of delivery (or collection by the customer) and continue until the equipment is returned to or collected by Rehab Hire & Sales. Hire fees are non-prorated and payable in full for each weekly period once commenced, regardless of the number of days the equipment was used or whether early return was requested. **This does not apply where the equipment is faulty or not fit for purpose: in that case Rehab Hire & Sales will repair or replace the equipment, or refund hire charges for the period the equipment was unusable, as required under the ACL.**

Upon receipt of the hired equipment, the customer should inspect all items and notify Rehab Hire & Sales of any faults, missing parts or concerns within two (2) business days of delivery so they can be addressed quickly. **This timeframe is for prompt service only; it does not deem the customer to have accepted the equipment and does not waive any rights under the Australian Consumer Law.** The customer remains responsible for damage, loss or misuse caused by the customer, but not for faults or defects that were present at delivery or that arise from normal use.

The customer is responsible for ensuring the safe and appropriate use, storage, and maintenance of the equipment at all times, including where the equipment is used or accessed by third parties such as family members, carers, support workers, facilities, or contractors.

All hire equipment remains the property of Rehab Hire & Sales. If a customer wishes to purchase rehabilitation equipment, all requests must be made to Customer Service on 1300 000 030 or contact@rehabhire.com.au.

Billing

All hires are for a minimum of two (2) weeks and commence on the day the equipment is received by the customer.

Rehab Hire & Sales does not require a deposit; however, all hire fees are paid in advance (via credit card), with an initial charge for two (2) weeks plus delivery. The customer's credit card will then be charged fortnightly until the equipment is returned.

Payment

Rehab Hire & Sales accepts only credit card payments (unless otherwise specified) and does not offer insurance on hire equipment.

The customer agrees that the hire agreement may be cancelled and items collected if payment is not received by the due date.

Quotes

Hire prices are quoted weekly (in Australian Dollars, GST-free) unless otherwise stated and invoiced fortnightly. It is the customer's responsibility to notify Rehab Hire & Sales of any changes to address, contact details or banking/credit card details.

Delivery

Delivery charges apply to all equipment delivered by Rehab Hire & Sales or its representative, are inclusive of GST, and will be confirmed via the signature of the customer or their representative at the time of delivery.

Rehab Hire & Sales will try to accommodate customer requests for specific delivery or collection times; however, this is not always possible. If the customer requires a specific booking time, an additional delivery fee will apply and will be discussed with the customer at the time of booking.

If the customer refuses to accept or receive delivered hire products, a fee equal to the delivery fee plus one (1) week of hire costs may be charged to the customer's credit card to cover costs incurred. This does not apply where the equipment is faulty, incorrect, or not as described.

Collection

Rehab Hire & Sales offers customers one (1) fee-free standard collection of all hired equipment (unless otherwise stated in writing) in Melbourne Metropolitan ONLY.

When a customer no longer requires the hired equipment and wishes to return it, they must provide Rehab Hire & Sales with at least one (1) business day's notice to arrange collection.

Hire charges will continue to apply until the equipment is physically collected by Rehab Hire & Sales, regardless of the date notice is given or the customer's availability, except where any delay in collection is caused by Rehab Hire & Sales. All hire fees are charged weekly and are non-prorated.

If the customer is not present at the agreed collection location and timeframe, or otherwise fails to provide safe and reasonable access for collection, additional collection or call-out charges will apply, and hire charges will continue until successful collection has occurred.

Rehab Hire & Sales accepts no responsibility for ongoing hire charges or delays in collection caused or contributed to by the customer or any third party acting on their behalf, including but not limited to:

- family members, carers, or household representatives;
- support coordinators, plan managers, or funding bodies;
- hospitals, facilities, or external agencies responsible for access, authorisation, or payment; or
- any failure to provide accurate information, site access, or collection approval in a timely manner.

In all such cases, hire fees will remain payable until the equipment is retrieved by Rehab Hire & Sales.

Equipment Condition Upon Return

All equipment is to be returned to Rehab Hire & Sales in good working order. If any repairs or excessive cleaning are required, the customer shall be liable for the reasonable costs. All repairs are to be conducted by Rehab Hire & Sales staff or a Rehab Hire & Sales representative only.

Rehab Hire & Sales may terminate the hire agreement upon reasonable notice if the equipment is damaged or misused, or if it is otherwise reasonably necessary to do so.

The customer is responsible for using the equipment safely and in accordance with instructions. To the maximum extent permitted by law, Rehab Hire & Sales is not liable for injury or damage arising from misuse, unauthorised modification, or failure to follow instructions or maintenance requirements. **Nothing in these Terms excludes, restricts or modifies any liability that cannot be excluded under law, including liability under the Australian Consumer Law consumer guarantees and liability for death or personal injury caused by negligence.**

Lost Hire Equipment

If the customer loses hired equipment, the customer agrees to purchase the lost item from Rehab Hire & Sales. The purchase amount will be determined by Rehab Hire & Sales and may be up to 100% of the item's retail value. Hire fees will continue to accrue until the equipment is returned or the purchase of the lost item is agreed, after which hire fees on that item cease.

NDIS FUNDED CLIENTS

NDIS funding approval and/or confirmation is required prior to processing any hire orders.

Self Managed Participants

Self managed participants are required to provide credit card details to secure the hire order (Visa or Mastercard). Self-managed clients also have the option to pay via Electronic Funds Transfer (EFT), as some do not have credit cards.

Plan Managed Participants

Plan managed participants must provide written confirmation from the Plan Manager stating the participant has sufficient funds in their plan to cover the hire and delivery charges, together with billing details.

NDIA Managed Participants

For NDIA managed participants, the NDIA must provide an approval quote for the required stated products and create a Service Booking. For non-quote-required stated supports, Rehab Hire & Sales can create a Service Booking.

Service Agreements

A Service Agreement between the client and Rehab Hire & Sales must be provided and signed by the client or their representative for each hire, stating the total hire costs.