

Order Number :

Order Date :

PRODUCT CODE (if known)	DESCRIPTION OF RETURN ITEM	QTY	REFUND, CREDIT OR EXCHANGE	EXCHANGE ITEM DESCRIPTION (if applicable)	REASON FOR RETURN (e.g. change of mind, wrong item)

RETURNS INFORMATION

All returns must be sent to:

Joya Medical Australia Pty Ltd :- **6/7 Hansen Court, Coomera, 4209, QLD**

You must include your original invoice inside the returns parcel.

You must state if you would like us to process your return as an exchange, refund or credit. Exchange items must be of equal or lesser value. If the item you exchange for is of lesser value than the original item, we will refund the difference to the credit card used to make the original purchase.

It can take up to 14 days for us to receive your return depending on your location and which postal service you use. We strongly recommend that you use insured registered post, as we are not liable for lost return parcels.

Once we receive your returned parcel, we will inspect and process the items. In all cases, the items returned must be in their original condition and packaging. Any item deemed to be in unsuitable condition will be returned to you.

Any refund will automatically be issued to the card used to make the original purchase.

If for any reason we are unable to fulfil an exchange request, you will automatically be refunded to the card used to make the original purchase.

FAULTY ITEM? If you have received an item you believe to be faulty, please contact our customer service team at info@joyamedicalsupplies.com.au

Please note that orders classified as either bulky or shipped to regional locations may incur additional charges. These charges are determined by our carrier services' database and will be added to your order total later at dispatchment, regardless of the order amount. We apologize for any inconvenience this may cause.

Customer can return a product to Joya for a refund, credit or exchange (excluding shipping charges) within 7 days of the date of purchase (as shown on the Customer's Invoice) by reason of Customer ordering error, change of mind, unsuitability or surplus to requirements. Joya may, at its sole discretion, retain a 20% restocking fee on the Purchase Price of the item or \$25 (whichever is higher) if returned for these reasons.

Liquid items and non-stock items are non-returnable.

There will be extra cost charged on restocking items and only limited liquid items will be taken as refund.