

Elim Medical & Cosmetic Clinic Refund & Exchange Policy

Our returns policy is in addition to your rights under the Australian Consumer Law because we want you to be satisfied with your purchase. Please read the following carefully to ensure you are fully aware of your rights under this policy and our obligations to you.

Change of mind returns

If you wish to return an item because you have changed your mind about your purchase, Elim Medical & Cosmetic Clinic will offer you an exchange or refund provided that:

- **You return the item within 14 days of purchase.**
- You produce your original Elim Medical & Cosmetic Clinic register receipt for proof of purchase at the time you return the item.
- The item must not have been used or damaged in any way including that
 - It is in its original packaging.
 - It is unopened, unused and in its original saleable condition
- The product is not one on which a change of mind return is not available (see below).
- The product includes prepaid treatment, retail products, membership card, any unused values left on the membership card can be refund or exchange, unless all the treatment or products purchased or used will be deducted from its original price, as no further discount applies.
- Sign and return a Refund Request Form with a \$50 administration fee.

If these requirements are not satisfied Elim Medical & Cosmetic Clinic reserves the right not to offer an exchange or refund for change of mind returns.

Elim Medical & Cosmetic Clinic may elect to return the product to the manufacturer to determine the nature of the problem. Elim Medical & Cosmetic Clinic reserves the right not to offer an exchange, refund where the item fault is a result of misuse or neglect.

Elim Medical & Cosmetic Clinic reserves the right to:

Assess the condition and age of returned goods prior to providing an exchange or refund. This may result in a repair, exchange or refund being refused.

Please note:

- Your original Elim Medical & Cosmetic Clinic register receipt are the best form of proof of purchase
- Refunds will be issued using your original payment method

Elim Medical & Cosmetic Clinic will process your request within 28 business days. For more information please contact Customer Relation Team on customerrelations@elimcosmetic.com.au.