

Terms and Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern 'Medical and Mobility's' relationship with you in relation to this website.

The term 'Medical and Mobility' or 'us' or 'we' refers to the owner of the website whose registered office is: 390 Spence Street Bungalow QLD 4870. Our company registration number is ABN: 12136468641. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
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- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without 'Medical and Mobility's' prior written consent.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of The Commonwealth of Australia.

Return for Credit/Refund Policy

No return for credit/refund will be accepted after 7 days. Before any returns will be accepted, the customer must contact Medical and Mobility Warehouse for a return Authorisation Number. Any freight charges to return the item must be paid in advance by the customer. Due to infection control regulations, the following items are not returnable for credit/refund:

- Pressure care cushion
- Pillows
- Mattresses
- Shower chairs
- Toilet Aids
- Walk/Transfer belts
- Specialised cutlery/eating utensils
- Hygiene products

Faulty Items:

All goods returned to Medical and Mobility as faulty will be inspected for a manufacturing defect. If the product is deemed faulty, a full refund or exchange will be given. We will refund the full cost of the product provided if you have proof of purchase. Without a receipt Medical and Mobility can only offer an exchange for the same product. Shipping will not be refunded unless the goods were sent in error.

What to Return:

All of the product and its parts

All the of the packaging

A copy of the Invoice/Receipt

Your contact details

Service & Repairs

Should you require a service for any products from Medical and Mobility, please contact our Customer Service Team on 07 4035 5944 to arrange a time for your goods to be serviced. Please note that we intend to service all equipment as soon as possible. However we will need your help to prioritise your service requirements. In extremely urgent cases we may have to make special arrangements and reserve the right to charge accordingly. We will endeavour to return your item to you within three weeks and will call you with updates.

Where products are being returned to Medical and Mobility for service, it is the responsibility of the customer to ensure that the product is packaged safely with a copy of a service request form enclosed. We do not accept liability for any damage/loss that occurs whilst products are in transit.

Our preferred method of freight is by Star Track Express and Fastway Couriers. We have contracted rates that are quite competitive and are able to request Star Track Express and Fastway Couriers pick up your item and deliver to us. We will also return your item via Star Track Express and Fastway Couriers. We are able to track your item when in transit and ensure a timely return to you.. Please advise us if you wish to use Star Track Express and Fastway Couriers service and we will arrange a pick up for you. You may be charged this cost at the completion of the service. The minimum charge for this will be \$20.

While the warranty for Metron products is not return to base we will cover freight charges if your unit requires a service in the first three months after purchase.

Delivery & Freight:

We can only accept online orders for delivery within Australia and its territories do not ship internationally.

Delivery and freight charges will vary for each order. You will receive an email at the time of dispatch, which will advise you of your freight charges.

Pricing:

We reserve the right to change prices without any prior notice. Prices charged will be those in force at the time the customers order has been received. All prices displayed exclude GST and delivery charges.

Goods and Services Tax (GST)

Prices displayed in this website exclude GST. GST is not applicable to a wide range of products supplied for the Physiotherapy and Rehabilitation products as outlined by the Australian Taxation Office. You will be contacted before your order is completed and shipped to be advised if any GST is applicable. Applicable GST will be displayed on your tax invoice.

Title to Goods

Ownership (title) of the goods only passes to the purchaser on full payment of the appropriate invoice.

Force Majeure

The company shall not be liable for any loss or damage caused by circumstances beyond the company's control, including but not limited to an act of God, war, terrorism, civil disturbance, governmental restrictions, import or export regulations, industrial disputes and difficulties in obtaining labour or materials. Should any such event occur, the company might cancel or suspend this contract without incurring liability for any loss or damage caused.

Free Over-armchair Table offer, Terms and Conditions.

1: No Rain checks

2: Offer not available with any other offer or discount or on already reduced items.

3: Full price for Lift/recline chair must be paid to be eligible for free over chair table

4: Offer not valid on financed purchases, purchase must be made by cash or credit card to be eligible for free over chair table.

Free Scooter/Electric Wheelchair Service Offer Terms and Conditions

- Limit of 1 free Service per scooter/electric wheelchair purchaser applies to customers who purchase a new scooter/electric wheelchair.
- Free service must be booked in and completed in the immediate 12 month period after your purchase.
- Free service applies to labour charges only and is to the value of \$88.00 including GST.
- Parts used in servicing your scooter/wheelchair are not included in the free service offer.
- This offer cannot be used in conjunction with any other discount or offer from Medical and Mobility.
- Free service applies to services performed on site at our facility in Bungalow QLD. Any services carried out at the customers premises will incur a call out fee.
- Medical and Mobility reserve the right to withdraw this offer at any time.

***Conditions for free Delivery offer.**

- Cairns local area is defined as all areas between Gordonvale in the South to Palm Cove in the North and West to Carivonica
- Online purchases for delivery outside of this area will incur delivery/postage costs
- Minimum purchase to qualify for free delivery is \$30.00
- Mobility Scooters, Power Wheelchairs, Beds and Electric Lift chairs are excluded from free delivery offer.
- Hire Equipment delivery fees are excluded from this offer

- We reserve the right to cease this offer at any time, with or without notice

Conditions for TENA 10% off for bulk purchases offer.

- Receive 10% discount off the packet price when purchasing a full carton of any TENA Pants or TENA Pads.
- Offer not able to be combined with any other offer from Medical and Mobility
- Promotions commences 1 April 2014 and finishes on 31 December 2014 unless withdrawn earlier
- Offer excludes TENA Men, TENA Flex, TENA Stretch Bariatric and TENA Skin Care products