aidacare™
HEALTHCARE EQUIPMENT

CUSTOMER RETURN/CREDIT/ PRODUCT **CLAIM FORM**

NOTE: All returns, Credits and Product claims are subject to Australian Consumer Law (ACL) and Aidacare's Standard Terms and Condition for Supply, including the Return Goods Policy and 30-Day Change of Mind Return Policy. Aidacare's Standard Terms and Conditions For Supply is available at aidacare.com.au/about-aidacare/terms--conditions

Please complete all the fields and upload the form at the Contact Us page on the Aidacare website or return to your branch of purchase.

Company/Customer: _____ Date: _____

Contact Name: _____ Order/Invoice #: _____

Phone: _____ Invoice Date: _____

Email: _____

If all items are being returned, tick here **If not, please list items below:**

Product Name / Description	Serial No. (if available)	Quantity	Remedy Requested

Details of issue (You may attach proof of purchase if available, and photos or video of the product fault)

I understand the item(s) I am returning may still need to be assessed to verify whether it is subject to a valid ACL or warranty claim. Where a product is not subject to either a valid ACL or warranty claim and in accordance with our terms and conditions, a restocking fee of 10% may be applied to the refund to cover our reasonable costs. We will promptly advise you of any restocking fee(s) that may apply.

Equipment Condition:

☐ **Damaged/Faulty** ☐ **Used** ☐ **As New** **Name:** **Signed:**

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AIDACARE OFFICE USE ONLY

Branch: Aidacare Representative:

Date: Aidacare Rep contact no.

For incorrect pricing: Approved for credit and re-invoice

☐ **Yes -** Raise new invoice #:

☐ **No -** Give reason:

For All other reasons: Approved for return of goods

☐ **Yes -** Raise RMA #:

☐ **No -** Give reason:

Branch manager Signature: **Date:**

Staff should consider when completing this form:

- POL-SALE-0015 Return Goods Policy
- QSP-SALES-020 Return of Goods Procedure
- QRG-SALES-001 Aust Consumer Law QRG
- QSP-SALES-021 RMA/Refunds SOP

Under the ACL, where we fail to provide products or services to you in accordance with a set of basic rights, called consumer guarantees, you may have a right to seek a remedy, including a refund. You can find out more information about your ACL rights: **Consumer rights and guarantees | ACCC.** You can return the product to an Aidacare branch for assessment free of charge. However, where it is not feasible for you to return the product and we may need to collect the product (or arrange a physical visit) to assess the product fault, we may charge a small fee to assess the product and return the product to you (if applicable). However, if the product is subject to a valid warranty claim or ACL claim, we will refund you the full amount of any shipping / delivery fees you may have incurred with proof of such fees.