

Goods, Equipment, and Assistive Technology Returns Policy

1. Returns will be considered:

- a. Within 14 days of the customer receiving the goods.
- b. Where the goods were received by the customer in a damaged or non-functional state.
- c. Where there is a breach of the supplier's warranty or consumer guarantees associated with the goods.
- d. Where the goods are unaltered, unmodified, unmarked, undamaged, and complete with instruction manuals, tags, labels, and any accessories supplied with the goods.

2. Returns will NOT be considered:

- a. In any of the following categories of goods:
 - bathroom & bathing; toileting; toileting & hygiene slings
 - stockings & undergarments
 - pillows, bedding & protectors
 - continence products
 - bracing & supports
 - compression garments
 - personal kitchen aids
 - cutlery & crockery
 - canes and tips
- b. After 14 days of the customer receiving the goods.
- c. The goods ordered were a customised or special order for the customer.
- d. The goods ordered were incorrectly prescribed by the customer's allied health professional.
- e. The goods were damaged due to misuse or unintended use by the customer.

3. Process to request a return:

Call Indigo on 1800 519 479 or email: returns@geat2go.org.au

Please be aware that if a customer doesn't obtain prior approval from Indigo to return an item, the return may not be accepted.

4. Delivery charges relating to returns:

Any shipping costs associated with items approved for return will not be at the customers' cost.

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5. What happens when goods are accepted for return?

A replacement item will be supplied to the customer, the original item will be repaired and returned to the customer, or a refund will be issued.

6. How will refunds be processed?

Refunds will be returned to the party that funded the purchase of the goods (i.e. the Australian Government and/or the customer).