

ÖSSUR AUSTRALIA - BRACING & SUPPORTS

RETURN STOCK POLICY

RETURN OF COMPLETE ITEM

Products may be returned for credit providing;

- Item is returned within 14 days of invoice date - Should you wish to keep the goods beyond this period, please contact our Customer Care Team to arrange an extension.
- Item is returned in “as new” condition in original packaging with all accessories, pamphlets etc. included.
- A [Return Goods Form](#) is completed and forwarded to our Customer Care Team.

Products which are returned incomplete or exceed 14 days from date of invoice may not be eligible for credit or incur a 15% restocking fee.

RETURN OF FAULTY ITEMS

In the event a product is faulty, Össur will arrange a credit of the item. To arrange this;

- A [Return Goods Form](#) is completed, along with a photo or video of the item showing the fault, and where possible the lot number, then emailed to our Customer Care Team
- In some cases the return of the product may be required. See schedule 1 for a list of products that must be physically returned to Össur to be reviewed for credit. Össur reserves the right to request a return of any other item not listed in schedule 1 where it is deemed necessary to further assess an issue.
- Where a product is required to be returned, Össur will arrange a suitable method of return
- If a replacement item is required, a new purchase order is to be raised

RETURN OF INCORRECTLY SUPPLIED GOODS

In the event goods are incorrectly supplied, Össur will arrange collection and credit of these items. To arrange this;

- Phone our Customer Care Team to discuss the incorrect item
- Complete a [Return Goods Form](#) and forward it to Our Customer Care Team

CUSTOMER CARE DETAILS

Phone: 1300 123 268 (Option 1)

Email: mbsales@ossur.com

SCHEDULE 1

- Unloader One
- Unloader One X
- Rebound ACL
- Rebound PCL
- Rebound Hip
- CTi family products
- Miami J family products



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