

ÖSSUR AUSTRALIA - PROSTHETICS

RETURN STOCK POLICY

RETURN OF FAULTY ITEMS UNDER WARRANTY

In the unlikely event that a product is faulty and is reported within the valid warranty period, our Customer Care Team will make arrangements for a credit to be issued upon receipt of the returned items.

Sales are considered final and neither returns nor exchanges are authorized for Mechanical Knees, Bionics, and Touch Solutions. We encourage all customers to trial these products with clients prior to making a purchasing decision and placing an order. Trial units are available with flexible return periods with exception of i-Digits and non-serviceable Mechanical Knees.

If any component of a purchased solution under the Össur Legs program is returned without replacing the item, a credit for the entire original solution will be applied, and items retained by the customer will be invoiced at full list price. Credit will be issued in line with discounts applied once returned items are received with the original invoice.

Please return goods with copy of the original invoice to Ossur Australia 26 Ross St North Parramatta NSW 2151. If a replacement item is required, a new purchase order is to be raised.

RETURN OF INCORRECTLY ORDERED OR SUPPLIED ITEM

In the unlikely event that the type or quantity of goods is incorrect, please contact our Customer Care Team to make arrangements for return or exchange.

RETURN OF TRIAL FEET

Össur provides each prosthetic foot with a 60-Day Trial Period. If the amputee is dissatisfied with the prosthetic foot for any reason, the foot can be returned to Össur for a full refund within 60 days from the invoice date.

Contact our Customer Care Team, and we will make arrangements for a credit to be issued upon receipt of returned item and original invoice. Please return goods to Ossur Australia 26 Ross St North Parramatta NSW 2151.

CUSTOMER CARE DETAILS

Phone: 1300 123 268

Email: customercare.au@ossur.com

FOLLOW ÖSSUR ON



WWW.OSSUR.COM.AU

Össur Australia

TEL 1300 123 268

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