

ÖSSUR NEW ZEALAND - BRACING & SUPPORTS RETURN STOCK POLICY

Authorisation must be issued by Össur New Zealand prior to goods being returned, please complete our Returns Form, and email the completed form to customercare.nz@ossur.com to obtain a Returns Authorisation to print and pack with your returning item.



RETURNS FORM
Scan the QR Code to fill in
the online form.

RETURN OF COMPLETE ITEM

An item may be returned for a credit providing it is returned within 14 days of the invoice date. Should you wish to keep the item beyond this period, please contact our Customer Care Team to arrange an extension. Any soiled, custom manufactured, modified, or discontinued items may not be returned. Items accepted for return must be in a resaleable condition, in the original packaging with all supported brochures. Össur Australia reserves the right to charge delivery costs and/ or re-stocking fee of up to 15% on returned goods.

RETURN OF FAULTY ITEMS

In the event a product is faulty, Össur will arrange a credit of the item. A completed returns form is required, 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 item 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

On receipt of the goods the customer is required to check the consignment, In the unlikely event that the type or quantity of goods is incorrect then you are requested to notify our Customer Care Department within 7 working days of the date of delivery arrange a collection and credit of the incorrect item. After 7 working days Össur cannot accept responsibility for an incorrect delivery.

CUSTOMER CARE DETAILS

Phone: 0800 369 524

Email: customercare.nz@ossur.com

SCHEDULE 1

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

FOLLOW ÖSSUR ON



WWW.OSSUR.CO.NZ

Össur New Zealand

TEL 0800 369 524

FAX 0800 448 265

customercare.nz@ossur.com