

Returns Policy

Your right to have your purchase repaired, replaced or a refund of purchase price.

You are entitled to have your purchase repaired, replaced or a refund for item you purchase from **Metro Mobility** if the item is:

- (a) faulty and the fault or defect was not pointed out to you before you purchased it or would not have been apparent to you when you inspected the goods before purchase; or
- (b) not 'of merchantable quality', meaning that it is not of the quality that you reasonably expected when you purchased it, bearing in mind the way the item was described to you before your purchase and also the price of the item; or
- (c) not fit for its purpose, meaning that the item does not do what you reasonably expected it would,
- (d) has not been modified in any way. No Exceptions.

AND you return the item within a reasonable time after purchase and provide Metro Mobility with proof of purchase, such as your original Metro Mobility receipt or bank statement. The period seven (7) days is deemed to be an appropriate time frame in this instance.

Metro Mobility have the right to inspect all items and if able to be rectified. No refund will be offered.

If you do not return the item within a reasonable time, you will not be entitled to a refund of the purchase price but you will be entitled to exchange the goods or have them repaired.

Metro Mobility reserves the right to ask you to demonstrate that you did not cause or create the fault in the item.

When you do NOT have the right to return a product to Metro Mobility.

Metro Mobility is not legally obliged to give refunds of the purchase price or exchange them, simply because you:

- (a) have changed your mind
- (b) have ordered the wrong product
- (c) have found the product cheaper elsewhere
- (d) were aware of the relevant fault before buying the product, such as if the fault was written on the tag, or indicated in the photos or item description online.
- (e) have damaged the product by misusing it.
- (f) have used the product for a period of time before any fault has appeared. And the fault can be rectified.

(g) your dissatisfaction with the product is due to fair wear and tear

It is important in any event that you discuss firstly your concerns or intention with Metro Mobility. Good customer service is always the intention, good communication and fairness by all is the key to ensuring both parties have successful outcomes.

However, if you simply Change Your Mind, we are very happy to either exchange the item or offer you a credit note to the value equivalent to the purchase price for most items provided that:

- (a) you return the item within 7 days from the date of purchase (or for online purchases, from the date you receive it);
- (b) the item is in its original condition;
- (c) all original labels and tickets are attached to the item;
- (d) you provide an original Metro Mobility tax invoice as proof of purchase; and
- (e) Sale merchandise will only be offered a credit note to the value of the item purchase price not necessarily a replacement item.

For health reasons, Metro Mobility **'Change of Mind Policy'** does **NOT APPLY** under any circumstances to purchases of the following items

- (a) Toilet Seat Raisers
- (b) Bed Side Commodes
- (c) Shower Stools/Chairs
- (d) Shower Commodes
- (e) Wheelchair Cushions
- (f) Any product that shows wear, scuffing, scratches or soiling in manner.

See Department of Commerce website:

<https://www.commerce.wa.gov.au/consumer-protection/returns-refunds-repairs-and-replacements>