

## Returns, Refund and Exchange Policy for Products

Thanks for purchasing our products at Auxi-Care Health store, a division of Auxilium Health Pty Ltd.

**Dear Customers: Due to the COVID19 pandemic, we have suspended all products / items / goods returns until further notice. This change is for the health and safety of our staff. Refunds are being processed only for item 1 point 1.4 and 1.5 of this policy below. All other rules apply.**

1. In order to be **eligible** for a refund or exchange please note the following:
  - 1.1 You (the customer) have to return the product / item / goods within 7 calendar days of your purchase.
  - 1.2 The product must be in the same condition that you receive it and undamaged in any way.
  - 1.3 You must provide a receipt or invoice of purchase (applicable to cash and credit card payments customers)
  - 1.4 If you have made an initial deposit payment for a product/item/goods that you have not collected / have been delivered to you then, you are eligible to claim the refund before paying the remaining amount.
  - 1.5 If you have made a full payment and did not receive the goods, due to delays on our end, you can claim refund.
  - 1.6 There are no refunds or returns accepted for chemical products that you have opened.
  - 1.7 There is no warranty for imported products or machines. The sales person will advise on products that carry a warranty.
  - 1.8 All machines are sold TESTED. We are not responsible or liable for machines that break or fail to work due to your experimental fluids / liquids / chemicals or other causes other than the manufacturer machine settings. Returns will not be accepted.
  - 1.9 After the full amount has been received as per 1.4, you will be eligible for refund as per point 1.1 to 1.3.
2. After we (Auxilium Health) receive your item please note the following:
  - 2.1 Our team of professionals will inspect the item / product / goods for eligibility as above
  - 2.2 We will process your refund.
  - 2.3 The money will be refunded through the original payment method you used during the purchase.
  - 2.4 For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.
  - 2.5 For Electronic Transfer (EFT), you must provide us with your correct banking details. Please provide us with an official bank account confirmation to avoid errors when making transfers
  - 2.6 For EFT, it may take up to 3 working days for funds to reflect in your account depending on your bank.
3. If the product is damaged in any way, or you have initiated the return after the 7 calendar days have passed, you will not be eligible for a refund. We will not be liable for any damage or loss enquired outside our Refund and exchange policy.

If anything is unclear or you have more questions feel free to contact our customer support team at [sales@auxiliumcentre.com](mailto:sales@auxiliumcentre.com). Auxi-Care Health Store Team (Auxilium Health)