

Returns & Refunds Policy

1. General

This Policy operates alongside your rights under the Australian Consumer Law. Certain orthodontic and medical products cannot be returned for hygiene or regulatory reasons.

2. Change of Mind Returns

- We do not accept change-of-mind returns unless expressly approved in writing.
- Approved returns may incur a 30% restocking fee.

3. Faulty or Incorrect Products

- You must inspect Products upon delivery.
- Notify us in writing within 3 days if Products are damaged, incorrect, or defective.
- Products must not be used if you intend to return them.

4. Return Conditions

- Products must be unused, unmarked, in original packaging, and accompanied by all accessories and documentation.
- Freight for returns (other than defective Products) is your responsibility.

5. Refunds

- Refunds will be processed once Products are inspected and verified.
- Refunds are issued to the original payment method.

Warranty Policy

1. Australian Consumer Law

Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure.

2. Manufacturer Warranties

- Some Products include manufacturer warranties.
- Warranty periods and conditions vary by product.
- Claims may require proof of purchase, serial numbers, photographs, or return of the Product for assessment.

3. Warranty Exclusions

Warranty does not cover:

- Misuse
- Improper installation
- Unauthorised repairs
- Normal wear and tear
- Consumables (unless defective on arrival)

4. Warranty Claims

- Claims must be submitted in writing.
- We may repair, replace, or refund the Product at our discretion, subject to law.