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# Returns Policy

## Goods, Equipment and Assistive Technology

We understand that sometimes things don't go as planned, and we're here to help. Our goal is to ensure you have a positive experience with our products and services. Here's how we handle returns:

### 1. How do I cancel an item?

An item can be cancelled prior to dispatch from the supplier's warehouse. You can check this by calling us on 1800 519 479. This may affect your government funding allocation.

### 2. When can I return an item?

If you receive goods that are damaged or faulty, we can arrange a replacement or return.

We can also assist if there is a breach with the supplier's warranty or consumer guarantees. You can find details on the consumer guarantee here: [www.accc.gov.au/about-us/publications/consumer-guarantees-a-guide-for-consumers](http://www.accc.gov.au/about-us/publications/consumer-guarantees-a-guide-for-consumers)

### 3. When are returns not possible?

We're unable to accept returns where:

- a. You have had a change of mind.
- b. The item was ordered incorrectly (e.g., wrong size, model, or brand) by the therapist or assessor
- c. You refuse delivery of the item.

#### 4. What happens when I request a return?

We will investigate the reason for your return, once your return is approved, we will organise to:

- a. Replace the item, or
- b. Repair the original item, or
- c. If a replacement or repair isn't feasible, a refund will be organised

Refunds will be returned to the party that funded the purchase of the goods, whether it's the Australian Government or you. If you have personally paid an invoice amount (gap amount over the government funding limit) this amount, or a proportion of, will be returned to you as direct deposit to your bank account.

We will keep you informed through the returns process.

#### 5. Are there delivery charges for returns?

You will not be charged any actual shipping costs for approved returns. We want to make this process as smooth as possible for you.

#### 6. How do I request a return?

Please contact your allied health professional who can assist you with this process.

Alternatively, you can contact us directly to submit a return request.

Call us at **1800 519 479** or email us at [returns@geat2go.org.au](mailto:returns@geat2go.org.au).

Kindly do not return the product directly to the supplier, as this might affect the acceptance of your return.

This policy overrides any individual supplier policies.

If you have any questions or need further assistance, please don't hesitate to reach out to us on **1800 519 479** or email us at [returns@geat2go.org.au](mailto:returns@geat2go.org.au)