



# Queensland Mobility Solutions

Shop 3, 73-79 Wises Road, MAROOCHYDORE QLD 4558

07 5479 5918

## CHANGE OF MIND REFUND – TERMS & CONDITIONS

1. **Restocking Fee**  
A restocking fee of up to 20% of the original item cost may apply. This fee covers handling, administration, and repackaging costs associated with processing the return.
2. **Collection/Delivery Fee**  
If the item needs to be collected from your premises or redelivered elsewhere, a collection/delivery fee will be charged. This fee will vary depending on your location and the item involved.
3. **Occupational Therapist (OT) Involvement**  
All equipment supplied has been discussed and trialled in consultation with your Occupational Therapist, and supplied based on your approval and your OT's professional recommendation.
  - **For this reason, we encourage careful consideration prior to ordering.**
4. **Care Provider Involvement**  
If the equipment was funded by a care provider (e.g. NDIS or My Aged Care), you must first contact your Care Provider to inform them you wish to request a refund.
  - The Care Provider will need to contact Queensland Mobility Solutions via email to request a possible refund/return at the discretion of Queensland Mobility Solutions.
5. **Return Condition**  
Returned items must be:
  - In as-new condition
  - Free from damage, marks, or signs of wear
  - Complete with all parts, accessories, and original packaging (where applicable)
6. **Hygiene Products – No Returns**  
Due to health and hygiene regulations, toileting and bathroom items are not eligible for return, regardless of whether they were used or not.
  - Please choose carefully when ordering these products.
7. **Exclusions**
  - The product has been used extensively or shows signs of wear
  - The change of mind relates to preferences such as colour, size, or comfort after trial approval
  - The product was customised or made-to-order

Consumer Rights-this policy is in additions to your right under Australian Consumer Law, faulty or misrepresented products are handled under our Warranty and Faults Policy, not this Change of Mind Policy.

**Please note: By signing the packing slip, you confirm that all listed items have been delivered in full.**

If you have questions about this policy or need further information, please don't hesitate to contact our team before proceeding with any returns.

Thank you for your understanding and cooperation.