

ÖSSUR AUSTRALIA - OA & INJURY SOLUTIONS

RETURN STOCK POLICY

RETURN OF COMPLETE ITEMS

Products may be returned for credit providing;

- Item is returned within 14 days of invoice date - Should you wish to keep the goods beyond this period, please contact customer service to arrange an extension.
- Item is returned in “as new” condition in original packaging with all accessories, pamphlets etc. included.
- A return goods form* is completed and included with the returned item

Products which are returned incomplete or exceed 14 days from date of invoice may not be eligible for credit or incur a 15% restocking fee.

RETURN OF FAULTY ITEMS

A return goods form* is completed, along with a photo of the item showing:

- The fault, and if possible the lot number, and emailed to mbsales@ossur.com
- Please specify if requesting a replacement or credit.

The customer is responsible for arranging return of the item if a photo is not taken.

RETURN OF INCORRECTLY SUPPLIED GOODS

In the event that goods are incorrectly supplied, Össur will arrange collection and credit of these items. To arrange this;

- Phone customer service to discuss incorrect item
- Complete return goods form* and include with item.

*Return Goods Form available by contacting customer service or download from our website



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