

## Returns Policy

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By Australian Consumer Law, Green Dispensary will accept product returns and provide you with an exchange, refund or repair where:

- The product is faulty or is not of acceptable quality, or
- Significantly different to those shown or described to you, or
- The product is not fit for its intended purpose, or
- The product is unsafe, and
- You can present your Green Dispensary receipt, online tax invoice or other adequate proof of purchase.

Green Dispensary may elect to return the product to the manufacturer to determine the nature of the problem. Green Dispensary reserves the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality\* and the failure does not amount to a major failure.

\*Products must be of acceptable quality, that is:

- safe, lasting, with no faults
- look acceptable
- do all the things someone would normally expect them to do.

Acceptable quality takes into account what would normally be expected for the type of product and cost.

### **Green Dispensary reserves the right to:**

Assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

Please note:

- Your original Green Dispensary receipt or online tax invoice is the best form of proof of purchase
- Refunds will be issued using your original payment method

### **Change of mind returns**

If you wish to return an item because you have changed your mind about your purchase, Green Dispensary will offer you an exchange or refund provided that:

- You return the item within 30 days of purchase;
- You produce your original Green Dispensary proof of purchase (receipt, online tax invoice or other adequate proof of purchase) at the time you return the item;
- The item must not have been opened, used or damaged in any way, must be in its original packaging and is in original saleable condition.
- The product is not one on which a change of mind return is not available (see below).

**Goods on which a change of mind return is not available**

Green Dispensary will not accept the return of items from the following categories under the change of mind returns policy under any circumstances:

- Medicines (Prescribed or Over The Counter)
- Vitamin Supplements
- Consumable Products

**For Online Orders:**

Even though great care is taken in the shipping process, if your item/s arrives damaged, please contact our Customer Service Team on 08 83637322 to assess the damage and to work out a solution. You may be requested to provide of photograph of your item/s and /or delivery package to aid a speedy resolution.

For returns under Australian Consumer Law, please contact our Customer Service Team to arrange collection of the item/s to be delivered back to our head office for assessment, exchange, repair or refund.