

LabourTens / TensPainRelief Terms & Condition for Purchase

These terms and conditions apply to all purchases from LabourTens.com.au or TensPainRelief.com.au (for Rental please refer to the "Rental Terms & Conditions"). By placing an order for any product from LabourTens or TensPainRelief ("TensPainRelief"), you the Customer ("Consumer") agree to be bound by the terms and conditions listed below. In addition, these terms and conditions are subject to change at any time, without prior written notice. Therefore, please check these terms and conditions carefully each time you place an order with LabourTens or TensPainRelief.

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. In addition to the rights and remedies you may have under the Australian Consumer Law you may also be entitled to benefits under the terms of any additional manufacturer's warranty. The manufacturer's warranty (if it applies to your product) does not in any way affect your rights under the Australian Consumer Law.

Refund, Return & Warranty Policy

To be eligible for a refund or warranty claim consumers must meet the following requirements

- The product must be within the manufacturer's warranty period.
- Report the details of the fault and if required return the goods back to TensPainRelief (at the customers expense).
- Be able to validate proof of purchase.
- The fault was not caused by the product being used in an abnormal way or not as per the manufacturer's guidelines.
- The product must not be disposed of, lost or destroyed.

Please note if the product is deemed NO FAULT FOUND for any warranty claim, a service fee with any additional shipping charges may be applied.

Rejection of a refund or warranty claim

TensPainRelief reserves the right to reject a refund or warranty claim if consumers

- Change their mind about a product after it has been shipped.
- Have attempted to rectify, alter or dismantle the goods in any way.

Restocking products

In some circumstances, we may offer our consumers with a conditional courtesy return if consumers want to exchange products purchased incorrectly, provided

- The customer notifies TensPainRelief within 3 days of receipt of the product.
- The products are not opened and are still in 'as new' condition. All items shipped with the goods are returned.
- The customer accepts that a restocking fee will apply.
- TensPainRelief may reject the return upon inspecting the condition of the returned products. This may result in the return of the products back to the customer at the customer's expense.
- Acceptance of such returns are at the discretion of TensPainRelief.

Returning goods to TensPainRelief

TensPainRelief does not take responsibility for any goods damaged or lost in transit when the customer sends the product back for warranty or return. The manufacturer's warranty may be voided if the product is damaged in transit. Please ensure the product is packed appropriately for shipping before sending it back. The customer will be responsible for all charges associated with returning the goods. Some charges may be reimbursed by TensPainRelief to the consumer where the consumer is entitled by law to have those charges reimbursed.