



Operational Policy: Service Delivery	
7.7	Refunds and Replacement Policy
Version:1	March 2022

7.7 Refund, Repair and Replacement Policy

1) Policy Statement

This policy has been established to provide clear expectations to customers of their entitlements if they request a refund, repair or a return on Solve - TAD Assistive technology equipment.

Any items sold & supplied by Solve-TAD come with a product guarantee that cannot be excluded under the Australian Consumer Law. A customer of Solve-TAD, is entitled to a replacement or refund if the product has a major failure or fails to meet the guarantee. Customers 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. This must occur within the product warranty period. Solve-TAD will not automatically accept return of goods because of change of mind, wrong decision, misuse or wear and tear.

2) Purpose

The purpose of this policy is to ensure that Solve-TAD provides a fair and equitable process of providing refunds or replacements to customers, if requested. These processes were developed in accordance with Australian Consumer Law and the National Disability Insurance Scheme guidelines.

3) Definitions

Customer – A person who buys goods or services from a shop or a business.

Refund – A repayment of a product.

Replacement – The action or process of replacing something.

Repair – The action of repairing a fault in the product provided.

Misuse – Occurs when a customer does not use the product in the way or for the purpose it was intended eg. not following safety instructions

Consumer Law - An area of law that regulates private law relationship between individual consumers and the business that sells those goods and services.

National Disability Insurance Scheme – Is a scheme of the Australian Government that funds costs associated with disability.

Assistive technology equipment - Is any device, system or support used by individuals to perform tasks that might otherwise be difficult to complete.

Change in health or physical function – Change in customer's capacity to use the product that was prescribed to them. This change from the time of prescription to the time of purchase is to be verified by Solve-TAD Occupational Therapist and independent AT Assessor.

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4) Training and Education

All workers will be educated about this policy during induction and yearly refresher training will be provided. Training and education is important to ensure workers in our organisation understand the Solve- TAD refund and replacement policy.

5) Management

All complaints will be managed following:

7.7.1 Procedure and Guidelines for Refund, Repair and Replacement of Solve- TAD products.

6) Responsibilities

It is the responsibility of **the CEO and Line Managers** to ensure:

- Staff are aware of this policy
- Ensure accurate records are maintained

It is the responsibility of all **Employees** to:

- adhere to the provisions of the policy

It is the responsibility of **Directors** to:

- adhere to the provisions of the policy

7) Communication

Communication about this policy should be implemented in a way that suits each person with regard to their cultural background e.g. use of an interpreter or easy to read documents.

8) Policy Review

This policy will be reviewed in consultation with participants, their families and carers, staff and volunteers every 3 years or as legislation and policy changes dictate.

9) Legislative Context

The following Federal and State laws apply:

Australian Consumer Law 2010

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National Disability Insurance Scheme Act 2013.

Update History	Actions
<i>March 2022</i>	<i>Policy Developed</i>

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