Peninsula Sleep Clinic
www.peninsulasleepclinic.com.au

Ph:9451 0522 Fx: 9451 1422

Forest Central Business Park
Suite 3, Level 2, Building 1,

49 Frenchs Forest Road East,

Shipping, Cancellation and Returns Policy

Shipping Policy

FREE shipping Australia wide on orders over $50.

To take advantage of our free shipping service simply order through our website and free shipping will be applied at checkout.

All items can also be picked up from our clinic in Frenchs Forest, simply select the 'click-and-collect' option during checkout.

We do not offer international shipping.

Returns Policy

If you are not 100% satisfied with your purchase, we are here to help.

- **Defective items** – if you receive a defective item, please contact us as soon as possible on (02) 9451 0522 to arrange an assessment for a replacement.
- **Items with hygienic seals** – items with hygienic seals can only be returned if the seal is intact (unless the item itself is defective). These items include CPAP masks, cushions/seals, filters, humidifier chambers and mask parts.

You have fourteen days to return or exchange an item. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. If your item satisfies all the conditions, please call us to arrange your refund or exchange before sending the item back to us. We reserve the right to refuse a return if the conditions are not met.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you are shipping an item over $50, you should consider using a trackable shipping service. To return your product, please mail your product with claim form found below and/or email form back to returns@peninsulasleepclinic.com.au and a note with your contact details to:

Returns Address:

Peninsula Sleep Clinic
Suite 3, Level 2, Building 1
49 Frenchs Forest Road East
Frenchs Forest NSW 2086

Download and fill in your Returns Claim Form - HERE

Cancellation Policy

If you would like to cancel your order please call 02 9451 0522 or email returns@peninsulasleepclinic.com.au within 24hours of order. Orders not cancelled within 24hours will be considered. Peninsula Sleep Clinic will do its best to process your cancellation as soon as possible, refunds to your account may take 1-3 business days.

© Form 023D
Shipping, Cancellation and Returns policy
25th February 2020