



REFUNDS AND RETURNS

AHS aims to deliver the highest quality services and equipment. If at any time you are not satisfied with an item or service let us know, we're here to help you.

Return Items

If you are not completely satisfied with a purchase, in addition to your rights as a consumer under the Competition and Consumer Act and other applicable Australian consumer protection laws and regulations, you may also be eligible to return the item(s) for a refund under the AHS Sale and Refund Policy (as described below).

To return an item, please contact us or call 0419800978 Monday – Friday 9am to 6pm.

Change of mind returns

If you wish to return an item(s) because you have changed your mind about your purchase, AHS will offer you an exchange voucher or refund provided that:

- You return the item(s) within 14 days of purchase;
- You are responsible for any costs associated with returning the item(s) to us and the costs for us to send the item/s to you.
- You produce your original AHS receipt at the time you return the item(s).
- The item(s) in its original packaging and condition, including instruction manuals and all accessories.
- The product is not one on which a change of mind return is not available (see below).
- If you request an exchange, you are required to cover all costs associated with returning the exchanged item to AHS and receiving the exchanged item. If the exchanged item is of a higher value than the returned item, you must also pay the difference in price. Your exchanged item will be shipped once you have paid for these costs, and we have received the item back and confirmed that it meets the above conditions.
- If you request a refund, the purchase price (excluding delivery charges) will be refunded to you (by crediting you in your original payment method) once we have received the item back and confirmed that it meets the above conditions.

If these requirements are not satisfied, AHS reserves the right not to offer an exchange voucher or refund for change of mind returns.



Goods on which a change of mind return is not available

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

- Balms, oils or essential oils
- Gift cards

These products can still be returned if they are faulty, not fit for purpose, or do not match the sample or description.

Faulty Items Returns

If an item is faulty, damaged, wrongly described or different from a sample shown, then we will meet our legal obligations which may include refunding the purchase price and delivery charges or providing a replacement product, provided the item is returned within a reasonable time with proof of purchase. AHS will accept product returns and provide you with an exchange voucher, refund or repair where:

- The product is faulty or is not of an acceptable quality; or
- The product is not fit for its intended purpose; or
- The product does not match the sample or our description; and
- You can present your AHS receipt or other adequate proof of purchase within the time limit as specified above.

AHS may elect to return the product to the manufacturer's repair agent to determine the nature of the problem.

AHS reserves the right not to offer an exchange voucher, refund or repair where the item fault is a result of misuse or negligence.

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

Refund methods

Your refund will be issued after we receive your item(s) at AHS. The way your refund is processed depends on your original payment method.

- Credit card refunds will be sent to the card-issuing bank within five (5) business days of receipt of the returned package. Please contact the card-issuing bank with questions about when the credit will be deposited into your account.
- For direct deposit payments, you will need to provide us with your bank details. Please allow up to 10 days for AHS to deposit the refund into your account.



- Gift cards are not redeemable for cash, are non-refundable, non-extendable and cannot be exchanged.

AHS is committed to protecting your privacy. Any personal information obtained from you for the purposes of executing a refund, repair or exchange will be handled in accordance with the AHS privacy policy.