

At Hemco Industries, customer satisfaction is at the heart of everything we do. Through our Health Equipment Division and our Seatbelt Division, which has been servicing Australian industry since the 1950s, we are committed to supplying quality products and providing professional customer service.

We stand behind the products we manufacture and supply. If you experience an issue with your purchase, this policy outlines your rights and our procedures for returns, exchanges, repairs, and refunds.

Return Policy Summary

30-day return window for eligible change-of-mind returns.

Customer pays return shipping costs for change-of-mind returns.

Customer is responsible for purchasing return shipping labels unless the item is faulty or supplied incorrectly.

\$20.00 AUD restocking fee applies to approved change-of-mind returns.

Refunds processed within 14 business days following receipt and inspection of returned goods.

No return shipping costs charged to customers for approved faulty, defective, damaged, or incorrectly supplied products.

Change of Mind (Buyer's Remorse)

Hemco Industries understands that circumstances may change after purchase. We may accept returns for change of mind (buyer's remorse) within 30 days of delivery subject to the following conditions:

To qualify for a change-of-mind return:

The item must be unused and in original condition.

The item must be returned in its original packaging.

The product must be suitable for resale as new.

Proof of purchase must be provided.

The product must not be custom-made, personalised, or manufactured to customer specifications.

For approved change-of-mind returns:

A \$20.00 AUD restocking fee will apply.

Original shipping charges are non-refundable.

Customers are responsible for all return shipping costs.

Customers are responsible for purchasing and arranging return shipping labels.

Returned goods remain the customer's responsibility until received by Hemco Industries.

Eligibility for Returns

Products may be eligible for return when:

They arrive damaged.

They are faulty or defective.

An incorrect item was supplied.

They qualify under Australian Consumer Law.

They meet the conditions for an approved change-of-mind return.

To be accepted, returned items must:

Be accompanied by proof of purchase.

Be returned within the applicable return period.

Include all supplied accessories, manuals, tags, and packaging where applicable.
Faulty, Defective, Damaged or Incorrect Products

If you receive a product that is:

Faulty
Defective
Damaged during transit
Incorrectly supplied

Please contact Hemco Industries within 7 days of delivery.

Please provide:

Your order number.
A description of the issue.
Photographs showing the fault, damage, or discrepancy.

Once assessed, Hemco Industries may provide:

A repair.
A replacement product.
A refund.
Another remedy available under Australian Consumer Law.

For approved faulty-product returns:

Hemco Industries will cover reasonable return shipping costs.
Hemco Industries will provide return shipping instructions.
No restocking fee will apply.

Return Timeframes

Return Type	Return Period
Change of Mind (Buyer's Remorse)	30 days from delivery
Faulty, Damaged or Incorrect Product	Within 7 days of delivery
Australian Consumer Law Claims	As permitted by law

Returns submitted outside these timeframes may not be accepted unless required under Australian Consumer Law.

Return Shipping

Unless the return relates to a faulty, defective, damaged, or incorrectly supplied product:

Customers are responsible for all return freight costs.
Customers are responsible for obtaining and paying for shipping labels.
Customers are responsible for safely packaging the product.
Hemco Industries recommends using a tracked shipping service.

Hemco Industries is not responsible for returned items lost or damaged during transit where the customer has arranged shipping.

Non-Returnable Products

The following products cannot be returned unless they are faulty, defective, or supplied incorrectly:

- Custom-made products.
- Special-order products.
- Personalised products.
- Custom-manufactured restraint systems.
- Opened healthcare or medical products.
- Patient restraint products removed from sealed packaging.
- Disposable healthcare products.
- Hygiene-sensitive products.
- Clearance items.
- End-of-line products.
- Discontinued products.
- Refunds

Once your returned product has been received and inspected, Hemco Industries will notify you of the outcome.

Approved refunds will be processed using the original payment method.

Refunds will generally be processed within 14 business days following receipt and inspection of the returned goods.

Refunds may be reduced by:

- Original shipping charges.
- Return freight charges.
- The applicable \$20.00 AUD restocking fee for change-of-mind returns.

No restocking fee will apply to approved faulty-product returns.

Exchanges

Hemco Industries may offer an exchange when:

- The incorrect item has been supplied.
- The item is faulty.
- The item is damaged.
- An alternative exchange arrangement has been agreed upon.

Additional freight charges may apply where the exchange is not the result of a Hemco Industries error.