

Terms and Conditions

Important Information for Purchasers

The information, instructions, and guidance provided by **Hemco Industries** are supplied for general assistance only and do not constitute a guarantee or warranty, whether expressed or implied. Hemco Industries' sole responsibility in relation to any product proven to be defective is, at its discretion, to repair or replace the defective item.

All written materials, user guides, videos, demonstrations, and training information are intended as general guidance only.

Hemco Industries accepts no responsibility for any injury, loss, damage, expense, or consequential loss resulting from the use, misuse, or inability to use any product. It is the responsibility of the purchaser and user to determine whether a product is suitable for its intended purpose and particular application. All risks associated with the use of the product remain with the user.

No representation, advice, warranty, or recommendation shall be binding on Hemco Industries unless it is provided in writing and authorized by an appropriate company representative.

All goods supplied by Hemco Industries remain the property of Hemco Industries until full payment has been received. Ownership of the goods will not transfer to the purchaser until all outstanding amounts relating to the sale have been paid in full.

Third-Party Websites

Links to external websites may be provided for convenience only. Hemco Industries has no control over and accepts no responsibility for the content, security, accuracy, or availability of third-party websites. While reasonable care is taken, Hemco Health Equipment cannot guarantee that linked websites are free from viruses, malware, or other harmful elements. Users access external websites at their own risk.

Quality Policy Statement

Hemco Industries Pty Ltd

Hemco Industries Pty Ltd is committed to providing innovative, reliable, and high-quality products and services across its Health Equipment Division, Seatbelt Division and Warehouse & Logistics Division.

Our objective is to consistently meet or exceed customer expectations by supplying products that are fit for purpose, compliant with applicable requirements, and supported by outstanding customer service. We are committed to maintaining a culture of quality, safety, continuous improvement, and operational excellence throughout all areas of our business.

Hemco Industries maintains and continually improves its Quality Management System in accordance with the requirements of **ISO 9001:2015**, ensuring that our processes remain effective, efficient, and focused on customer satisfaction.

Quality Objectives

Leadership and Business Management

- Provide effective leadership, strategic direction, and adequate resources to achieve business goals and quality objectives.
- Promote a culture of accountability, continuous improvement, innovation, and customer focus throughout the organization.

Customer Service and Sales

- Deliver responsive and professional customer service.
- Process customer enquiries and orders accurately and efficiently.
- Develop and maintain strong relationships with customers, suppliers, distributors, and other stakeholders.

Design, Development and Technical Documentation

- Ensure product designs, technical specifications, work instructions, and supporting documentation are accurate, controlled, and maintained.
- Communicate product, process, and documentation changes to all relevant personnel in a timely manner.

Manufacturing and Production

- Consistently manufacture products that meet defined quality, safety, regulatory, and customer requirements.
- Reduce defects, minimize waste and rework, and improve production efficiency through continual process improvement.

Healthcare Equipment Division

- Supply healthcare and patient support equipment that promotes patient comfort, safety, mobility, and caregiver wellbeing.

- Ensure products comply with applicable industry, customer, and regulatory requirements.

Seatbelt Division

- Design, manufacture, assemble, and supply vehicle restraint and occupant safety products that meet relevant standards and customer requirements.
- Focus on product reliability, safety, traceability, and compliance throughout the product lifecycle.

Warehouse and Logistics Division

- Provide professional warehousing, storage, inventory management, and distribution services that support the operational requirements of our customers.
- Ensure customer products are stored, controlled, and dispatched accurately, efficiently, and in accordance with agreed service requirements.

Continual Improvement Commitment

Hemco Industries is committed to:

- Maintaining compliance with ISO 9001:2015 and all applicable statutory, regulatory, and industry requirements.
- Applying risk-based thinking throughout business operations and decision-making processes.
- Establishing measurable quality objectives and monitoring performance against them.
- Providing training, education, and ongoing development opportunities for employees.
- Consulting and communicating with employees, customers, suppliers, contractors, and other interested parties where appropriate.
- Encouraging innovation and continuous improvement across products, services, and processes.
- Monitoring customer feedback and using it as a driver for improvement.
- Conducting internal audits, management reviews, and performance evaluations to ensure the ongoing effectiveness of the Quality Management System.
- Providing safe, efficient, and reliable products that consistently meet customer and market expectations.

Commitment

Senior Management is committed to ensuring that this Quality Policy is communicated, understood, implemented, and regularly reviewed to ensure its continued suitability to the organization's purpose, strategic direction, and commitment to quality excellence.

Other Policies

Goods Damaged in Transit Policy

Hemco Industries takes every reasonable precaution to ensure products are packaged and dispatched in suitable condition. If goods are received damaged or appear to have been affected during transit, please contact us as soon as possible after delivery.

Where required, Hemco Industries may request the return of the damaged goods, including the original packaging, for inspection. Returned products should include the relevant invoice number, order number, and delivery details. Return freight instructions will be provided by Hemco Industries.

Following assessment, and where the damage is determined to have occurred during transit or prior to delivery, Hemco Industries will arrange for repair, replacement, credit, or another appropriate resolution at its discretion.

Order Cancellation Policy

Customers wishing to cancel an order should contact Hemco Industries as soon as possible by email or telephone.

If an order has not yet been manufactured, processed, or dispatched, Hemco Industries will endeavor to cancel the order without penalty.

Where an order has already been dispatched, manufactured to customer requirements, or is in transit, cancellation may not be possible and additional charges may apply, including freight, handling, return transportation, or restocking fees where applicable.

Any approved cancellations and associated refunds will be assessed on a case-by-case basis in accordance with Hemco Industries' Returns and Refund Policy.

Complaints Policy

Hemco Industries is committed to providing quality products and services and values all customer feedback. Complaints are viewed as opportunities to improve our products, processes, services, and customer experience.

Customers may submit complaints verbally or in writing. All complaints will be acknowledged, reviewed, and investigated in a timely and professional manner. Where appropriate, corrective actions will be implemented to address the issue and prevent recurrence.

Hemco Industries will communicate the outcome of investigations to the customer and, where requested, may provide information regarding the actions taken to resolve the matter.

Our objective is to achieve customer satisfaction through fair, transparent, and effective complaint resolution.

Complaints can be submitted via email, telephone, or through our website contact channels.

Specialized Product Authorization Policy

Certain products supplied by Hemco Industries may be intended for specialist applications involving healthcare, patient handling, occupant restraint systems, workplace safety, or other environments where safe and appropriate use is critical.

For selected products, Hemco Industries may require confirmation that the purchaser, user, or supervising organization understands the product's intended purpose, limitations, operating requirements, and associated risks.

Where deemed necessary, Hemco Industries reserves the right to request authorization, professional recommendation, competency verification, or acknowledgement of safe use from a suitably qualified person, organization, healthcare professional, engineer, safety representative, or other competent authority.

This requirement helps ensure products are used safely, correctly, and in accordance with applicable standards, regulations, and manufacturer recommendations.

Organizations purchasing products for use by trained employees, healthcare professionals, contractors, or authorized personnel may not be required to provide additional documentation where competency and supervision arrangements are already established.

Hemco Industries reserves the right to refuse, delay, or place conditions on the supply of specialized products where sufficient evidence of safe and appropriate use cannot be demonstrated.