



Spare Parts, Consumables & Accessories Returns Policy

(Not for equipment, refer to Warranty Registration)

Refunds for Change of Mind

STS Group Australia accepts refunds within 10 business days from the invoice date for change of mind purchases for any item(s) that are unused, unopened and in their original condition.

Shipping costs will not be refunded, and all change of mind refunds will incur a re-stocking fee of \$27.50. If the value of the refund is less than \$55.00, only 50% of the credit will be forfeited as a restocking fee.

Please download the *Authorisation Request Form* from [STS Health](#) or [Mocom Australia](#) and follow the instructions.

If a Returns Authorisation Number is approved the customer will receive instructions from STS on how to return the goods. The goods must be received at the Western Australian warehouse within 30 calendar days.

Refunds will be credited to the credit card or account used to purchase the goods within 1-5 working days of receiving the goods back in their original condition.

A refund will not be processed without a Returns Authorisation Number or if the goods returned do not conform to this policy.

Exchanges

STS Group Australia accepts exchanges within 10 business days from the invoice date for change of mind purchases for any item(s) that are unused, unopened and in their original condition.

Shipping costs will not be refunded and shipping costs will also be charged on the second shipment. All exchanges will incur a re-stocking fee of \$27.50. If the value of the refund is less than \$55.00, only 50% of the credit will be forfeited as a restocking fee.

Please download the *Authorisation Request Form* from [STS Health](#) or [Mocom Australia](#) and follow the instructions.

If an Exchange Authorisation Number is approved the customer will receive instructions from STS on how to return the goods for exchange. The goods must be received at the Western Australian warehouse within 30 calendar days.

Exchanged items will be dispatched on receipt of the returned goods. If you require your new item(s) urgently, to avoid time delays, we suggest you place a new order and request a refund for your initial order.

An exchange will not be processed without an Exchange Authorisation Number or if the goods returned do not conform to this policy.

Goods Received in Error

Please notify STS Group Australia within 5 business days if any of the goods received are not what was ordered and invoiced by downloading the *Authorisation Request Form* from [STS Health](#) or [Mocom Australia](#) and follow the instructions.

Goods Arrived Damaged

Please notify STS Group Australia within 1 day of the acceptance of goods from freight carrier if any of the goods arrived damaged or broken by downloading the *Authorisation Request Form* from [STS Health](#) or [Mocom Australia](#) and follow the instructions.

Faulty Goods

STS Group Australia accepts exchanges for faulty goods.

Please download the *Authorisation Request Form* from [STS Health](#) or [Mocom Australia](#) and follow the instructions.

If a Replacement Authorisation Number is approved the customer will receive instructions from STS on how to proceed. The goods may be requested to be sent to the Western Australian warehouse for inspection.

Either by explanation, examination of photos or the inspection of physical goods, if found to be faulty, STS will replace the faulty item(s) and cover shipping costs for the replacement(s). Items found to be subject to fair wear and tear will not be accepted as faulty and the goods will be returned to the customer at their own expense.



Authorisation Request Form

(Not for equipment, refer to Warranty Registration)

Please fill out the below and email to orders@sts-group.com.au with supporting documentation and photos if applicable. Thank you.

Product Name:	
Quantity:	
Order Code:	
Batch Number/Expiry Date:	

Authorisation Request Type		
<input type="checkbox"/> Return Authorisation	<input type="checkbox"/> Exchange Authorisation	<input type="checkbox"/> Replacement Authorisation

Reason for Authorisation Request		
<input type="checkbox"/> Change of mind	<input type="checkbox"/> Arrived damaged **	<input type="checkbox"/> Other <i>(please specify below)</i>
<input type="checkbox"/> Faulty	<input type="checkbox"/> Goods arrived in error	<input type="checkbox"/> Expiry Date Issue

**** If the goods arrived damaged, please answer the questions below & attach any additional communication with the freight carrier and photos of the damage and state of packaging on arrival.**

<input type="checkbox"/> Was there visible damage to the package on arrival?	<input type="checkbox"/> Was the package signed for and accepted from the carrier?	<input type="checkbox"/> Was the damage reported to the freight carrier?
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Please include details of the fault and/or damage:

Customer Details:	
Business Name:	
Phone:	
Email:	
Invoice Number:	
Method of Payment:	
Form Completed By:	
Signature:	
Date:	