

Goods, Equipment and Assistive Technology Returns Information for Requestors

1. When can I cancel the order of an item?

An item can be cancelled prior to dispatch from the supplier's warehouse. You can check this by calling us on 1800 519 479. This may impact the client's funding.

2. Returns will be considered:

- a. Where the goods are faulty.
- b. Where the goods were received by the customer in a damaged and/or non-functional state.
- c. Where there is a breach of the supplier's warranty or consumer guarantees associated with the goods.

3. Returns will NOT be considered:

- a. Where the requester ordered an item incorrectly (e.g. wrong size, model or brand)
- b. Where the client has had a change of mind.
- c. If the client refused delivery

4. Process to request a return:

All returns to be submitted directly through Indigo. Call Indigo on 1800 519 479 or email: returns@geat2go.org.au

Do not return a product directly to the supplier, the return may not be accepted.

5. Delivery charges relating to returns:

If a return is approved, the client will not be charged with actual shipping costs in relation to returned goods.

6. What happens when goods are accepted for return?

Indigo will arrange with the supplier for the client to either:

- a. Receive a replacement item
- b. Replace or repair the original
- c. Issue a refund to the client's funding, or direct to client if a gap payment was made.

This policy overrides any individual supplier policies.

For further information call Indigo on 1800 519 479 or email: returns@geat2go.org.au

Telephone: 1800 519 479

Email: hello@geat2go.org.au