

Refund Policy

Under the Trade Practices Act 1974 a refund may apply.

Goods must be returned within Seven (7) business days of the date of purchase and proof of purchase must be provided.

If any form of Medical Rehabilitation Equipment is proven to be used by the consumer, e.g. Shower Stool/Chair, Over Toilet Aid, Crutches, Bath boards, Shower/Transporter Commodes, Commodes, Toilet Seat Raisers, etc unless a product fault can be demonstrated and/or identified, the equipment cannot be returned.

Items that cannot be returned at any stage unless product packaging remains sealed and un-tampered are:

- Underpants
- Hipsavers
- Kylies including chair pads
- Transfer Belts
- Body Assist support range
- Cam Walkers, Pro-cast and Post-Op shoes
- Pillows and Cushions, including Silicore Cushions
- Urinals and Bed Pans
- Bath Mats
- Sheepskin range
- Silicore Heel Booties
- Tens Machine Electrodes
- Mattress Overlays
- Gelbo and Dermasaver range
- Tubular padding

Contacting Coastcare

If you require further information regarding Coastcare Refund Policy, you can contact us:

Email: contactus@coastcaremed.com.au