



Customer Account Policy

This policy exists to explain Ausmedic Australia's position regarding customer credit accounts. Ausmedic Australia reserves the right to amend this policy at any time. Ausmedic Australia also reserves the right to use its discretion when acting on any of the policies stated below.

Customer Payment Methods

Ausmedic Australia accepts payment by the following methods:

- Direct Deposit
- Credit Card – MasterCard and Visa only
(we do NOT currently charge any additional fees for payments made by credit card)
- Cheque or Money Order

All payment method details are included on our "Customer Payment Faxback" form.

You may also choose to finance an equipment purchase. Please speak to your Ausmedic Australia Sales Representative for more information or call our Customer Service Centre on 1800 245 169.

Payment and Credit Allocation

We are unable to allocate your payments unless you specify the invoices being paid. Alternatively, you can specify that you are paying the account and the payment will be allocated starting from the oldest active invoice.

All credits should refer to an invoice number and will be allocated to that invoice. Where an invoice has previously been paid, please specify an invoice you would like the credit to be allocated against.

Account Terms

An account statement will be issued during the first week of each month, please review this statement and contact us immediately with any requests for invoices or queries regarding any transaction. Our account terms are 14 days from date of invoice but understand that monthly cycles are commonplace. Where you make payments on a monthly cycle we would expect you to settle your entire account before the 15th day of the following month. You are of course welcome to pay your account earlier by using the methods listed above.

Account Credit Hold

Where an account moves into an ageing bracket 60+ days the account may be placed on credit hold. No orders will be dispatched while an account remains on credit hold. You must settle your account down to a 30 day balance for the hold to be lifted.

Returns

We value your ongoing business and so are happy to receive goods back under certain conditions.

Our Customer Service Team must be advised of any damaged, incorrect or short supplied goods within 7 business days from date of invoice. Our Customer service Team will advise how to return these goods to us.

You may return unsuitable goods within 30 days of invoice where the item is saleable, undamaged and is in its original, undamaged, packaging. You will need to pay for the return of these goods.

We are unable to credit any items until they are received at our office. You must make appropriate arrangements to ensure the goods are delivered to us. A credit will not be allocated to your account until we receive and check the goods being returned.