



PRODUCT RETURNS & REFUND POLICY

As a Medical and Allied Health clinic most of our products are designed to be worn on or applied to the body. As such returns or exchanges for change of mind is at the discretion of 4 Life Physiotherapy.

Change of mind returns must be returned within 14-days from the date of purchase. The item must be returned in the same condition that you received it, unworn, unwashed, and in the original packaging.

Shoes

Before wearing your shoes, please ensure that the fit is correct by trying on indoors on a clean surface. If you have changed your mind, you have 14-days from the date of purchase to exchange for another style or size. Returns will not be accepted on shoes that are marked or show signs of wear.

Please be aware that injection moulded thongs, sandals and shoes require specialised care and should not be left where they will be exposed to heat or direct sunlight. Leaving these items uncovered in high temperatures and/or on hot surfaces, such as a hot car or directly in sunlight may adversely affect the material and cause them to warp and/or shrink. Items where this is relevant will have a care tag attached at the time of purchase advising this care information. Suppliers will not typically accept warranty claims for shoes that have shrunk or warped due to heat exposure. Our supplier's assessment will be final.

Health Regulations

Please note that some items including intimate apparel, hats, swimwear, earrings, pillows, mattresses, mattress and pillow protectors, and some support braces cannot be returned, replaced or refunded due to health regulations, unless the product is faulty.

Gym & Class Passes

Monthly gym passes can be placed "oh-hold" during periods of illness or holiday. 4 Life Physiotherapy must be notified in advance of the requirement to place the pass "on-hold". It will not be possible to extend a monthly gym pass retrospectively.

Class passes are valid for up to 6-months from the date of purchase. Once any class has been attended no changes or refunds are available.

Damaged or Faulty Goods

All goods are inspected before we sell them to you to make sure they are in excellent condition. If you do receive a damaged or defective item, please return the item to us as soon as you notice the defect. We will work with our suppliers to repair the item within a reasonable time. If it is not possible to repair the item within a reasonable time you can choose a refund or replacement.

Please keep your receipt as proof of purchase

Our returns policy is not intended to override or limit your statutory rights in any way.