**REFUND POLICY OF MENS MEDICINE**

This Refund Policy ("Policy") applies to the following purchases:

Event tickets, online programs , merchandise & apparel.

1. General

1. (a)  We offer refunds, repairs and replacements in accordance with the Australian Consumer Law and on the terms set out in this Refund Policy ("Policy").
2. (b)  Any refund requests for events / workshops must be made a minimum of 7 days prior to our event. If we are not notified with sufficient time period buyer will only be eligible for a credit at the same value.
3. (c)  Any benefits set out in this Policy may apply in addition to consumer's rights under the Australian Consumer Law.
4. (d)  Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

2. Australian Consumer Law

1. (a)  Under the Australian Consumer Law:
	1. (i)  Our goods and services come with guarantees that cannot be excluded

under the Australian Consumer Law. For major failures with the service, you are entitled

* + 1. (A)  to cancel your service contract with us; and
		2. (B)  to a refund for the unused portion, or to compensation for its

reduced value.

* 1. (ii)  You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
1. (b)  We offer refunds, repairs, and replacements in accordance with the Australian Consumer Law.
2. (c)  The Australian Consumer Law provides a set of Consumer Guarantees which protect consumers when they buy products and services.
3. (d)  If the Australian Consumer Law applies, then we cannot avoid the Consumer

Guarantees which it provides. If there is an inconsistency between this Policy and

the Australian Consumer Law, the Australian Consumer Law will prevail.

1. (e)  Further information about the Australian Consumer Law and these Consumer

Guarantees is available from the website of the Australian Competition and

Consumer Commission.

1. (f)  If a product or service which you purchased from us has a major failure (as

defined in the Australian Consumer Law) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.

1. (g)  If a product or service which you purchased from us has a failure which does not amount to a major failure (as defined in the Australian Consumer Law) then you may still be entitled to have the goods repaired or replaced.

3. Cancellation and Change of Mind

(a) We do not offer any refund if you change your mind, or find the same product or service cheaper elsewhere.

4. Products Damaged During Delivery

1. (a)  In the event that the product you ordered has been damaged during delivery:
	1. (i)  Please contact us as soon as possible.
	2. (ii)  Any damaged product must be returned in the condition in which it was

received, together with any packaging and other items which you received with the damaged product.

1. (b)  We will arrange to repair or collect the damaged product and replace it with an equivalent product, or to refund it, provided that you have contacted us within 7 days from the date of receiving the product.

5. Exceptions

(a) Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:

1. (i)  You misused the said product in a way which caused the problem.
2. (ii)  You knew or were made aware of the problem(s) with the product or

service before you purchased it.

1. (iii)  You asked for a service to be done in a certain manner, or you asked for

alterations to a product, against our advice, or you were unclear about

what you wanted.

1. (iv)  Any other exceptions that apply under the Australian Consumer Law.

6. Shipping Costs for Returns

1. (a)  In the event that a product you have purchased fails to meet one or more Consumer Guarantees under the Australian Consumer Law, we shall bear any cost of shipping the said product (the "Returned Product") back to us, as well as any cost of shipping any replacement product to you.
2. (b)  If the Returned Product can easily be shipped or returned, then you are responsible for organising for the Returned Product to be returned to us. If the Returned Product is eligible for a repair, replacement or refund under the terms of this Policy (including under the Australian Consumer Law) then we will reimburse you for the reasonable postage, shipping or transportation costs for the Returned Product.
3. (c)  If the Returned Product is too large, too heavy, or otherwise too difficult to be removed and returned by you, and is believed to be eligible for a repair, replacement or refund under the terms of this Policy (including under
the Australian Consumer Law), then we will organise for the postage, shipping, transportation or collection of the Returned Product, at our cost.
4. (d)  In the event that we organise and pay for the inspection, postage, shipping, transportation or collection of a Returned Product, and it turns out not to be eligible for a repair, replacement or refund under the terms of this Policy (including under the Australian Consumer Law), then you will be required to pay the costs of any inspection, postage, shipping, transportation or collection of the Returned Product.

7. Response Time

(a) We aim to process any requests for repairs, replacements or refunds within 5 days of receipt.

8. How to Return Products

1. (a)  You can contact us at the end of this Policy to discuss a return using the information.
2. (b)  Unless otherwise defined in our sole discretion, we shall pay all refunds in the same form as the original purchase or to the same account or credit card used to make the original purchase.
3. (c)  To be eligible for a refund, repair or replacement, you must provide proof of purchase.
4. (d)  You may be required to provide a government issued identification to qualify for a

refund, repair or replacement.

9. Contact Us

(a) If you wish to speak to us about this Policy or about any refund, repairs or replacements, please contact us at: admin@mensmedicine.work.

**SHIPPING POLICY OF MENS MEDICINE**

Thank you for visiting and shopping at Mens Medicine. The following information sets out the terms and conditions that constitute our Shipping Policy.

1. **Processing your Order**

An email confirmation is sent to your e-mail address after placing your order. Please keep this e-mail as proof of your purchase.

1. **Shipment Processing Time**

Processing time refers to the time it takes for us to prepare your order for shipping.

After your payment is authorised and verified, all orders are processed within 14. We will contact you for some reason if there are any delays.

1. **Shipment Locations**

**3.1.** **Domestic and International**

Mens Medicine ships domestically as well as internationally. If you have a question about domestic or international deliveries, please contact us at admin@mensmedicine.work.

**3.2.** **Shipping Restrictions**

Our company does ship to both commercial and domestic addresses. Customers can have their products shipped to a P.O box.

1. **Shipment rates and delivery estimates**

We endeavor to get your order to you as soon as possible. Once your order is placed, an estimated delivery time will be provided to you. Delivery times are estimates and commence from the date of shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

* 1. **Express Shipping**

The order will arrive within 5 -7 business days. Express Shipping costs 15.00.

* 1. **Standard Shipping**

The order will arrive within 7-14 business days.

Standard Shipping costs 10.00.

* + 1. **Please note:**
			1. Business day means Monday to Friday, except holidays.
			2. Orders are not shipped or delivered on weekends or holidays.
			3. Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.
			4. Products may be delivered in separate shipments.
			5. When placing your order, we consider these factors when calculating the Estimated Delivery Date:
				1. Transit Time: The amount of time it takes your order to leave our distribution centre and arrive at the local delivery carrier.
			6. Due to As items are all printed as a custom order this may cause slight delay, packages to and from our facility in Gold Coast may be delayed. We appreciate your patience during this time.
			7. We will not be responsible for wrong shipping address if you provide incorrect information.
			8. In-store pickup dates vary based on product availability.
1. **Tracking Options**

Mens Medicine aims to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package.

* 1. **1. Domestic Only**

All orders delivered within Australia automatically have tracking.

1. **International Customs, Duties and Taxes**

All orders shipping to a destination outside of Australia are subject to the import duties, fees, and taxes of the destination country. Delays in delivery may occur if your package is randomly selected by your country’s Customs Department. Mens Medicine is not responsible for any possible customs and taxes applied to your order. We have no control over the process or additional charges associated with the delivery and importation of your order (package) into your country. We do not benefit in anyway from these chargers and we work very closely with our brokers and carriers to ensure as few delays as possible. All fees imposed during or after shipping are the responsibility of the customer. You agree that

you are responsible for any duty, taxes, and custom requirements or other like taxes, fees, levies, costs or expenses associated with importing products you purchase from us and shipping them internationally.

1. **Damages**

If there is any damage to the packaging on delivery, contact us immediately at Name, email , mobile , item invoice number , items ordered..

1. **Missing or Lost Package**

There are several reasons why a package gets lost or becomes a deliver exception. We’ve found that, more often that not, the package is either in the building or with a neighbour. Mens Medicine politely requests that customers look in common courier hiding spots. Please take a look around and let us know if you find it. If you haven't located your order, please contact us at Name, email , mobile , item invoice number , items ordered. to report missing or lost packages.

1. **Questions**

If you have any questions about the delivery and shipment of your order, please see our FAQ page,......, or contact us at Name, email , mobile , item invoice number , items ordered..