

# Support at Home AT2GO Returns Policy

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We understand that sometimes things don't go as planned, and we're here to help. Our goal is to ensure you have a positive experience with our products and services. Here's how we handle returns:

## 1. How do I cancel an item?

An item can be cancelled prior to dispatch from the supplier's warehouse. You can check the dispatch status on the SAH AT2GO dashboard or by calling us on **1300 931 106**.

## 2. When can I return an item?

If you receive goods that are damaged or faulty, we can arrange a replacement or return.

We can also assist if there is a breach of the supplier's warranty or consumer guarantees. You can find details on the consumer guarantee here:

[www.accc.gov.au/about-us/publications/consumer-guarantees-a-guide-for-consumers](http://www.accc.gov.au/about-us/publications/consumer-guarantees-a-guide-for-consumers)

## 3. When are returns not possible?

We're unable to accept returns where:

- a. You changed your mind.
- b. The item was ordered incorrectly (e.g., wrong size, model or brand)
- c. Delivery of the item was refused.

## 4. What happens when I request a return?

We will investigate the reason for your return, and once your return is approved, we will organise to:

- a. Replace the item, or
- b. Repair the original item, or
- c. If a replacement or repair isn't feasible, a refund will be organised

We will keep you informed through the returns process.

## 5. Refunds

Refunds will be returned to the party that funded the purchase of the goods, the Aged Care Provider. The full amount, or a proportion of, will be returned as a direct deposit to the Provider's bank account.

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## 6. Are there delivery charges for returns?

Any shipping costs for approved returns will be charged to the party that funded the purchase of the goods, the Aged Care Provider.

## 7. How do I request a return?

Call us at **1300 931 106** or email us at [sah.returns@at2go.org.au](mailto:sah.returns@at2go.org.au)

Please do not return the product directly to the supplier, as this might affect the acceptance of your return.

## 8. Warranty

For warranty repairs, please contact Indigo. Indigo will work to provide a suitable replacement or refund where repair or replacement is not possible.

## 9. Product Recalls

If a product is recalled, Indigo will notify all affected Providers.

## 10. Supplier Administration or Insolvency

If a supplier enters administration or becomes insolvent, Indigo will work to provide a suitable replacement or refund where repair or replacement is not possible.

## 11. Individual Supplier Policies and Australian Consumer Law

This policy overrides any individual supplier policies and operates in addition to rights under the Australian Consumer Law.

## 12. Contact Us

If you have any questions or need further assistance, please don't hesitate to reach out to us on **1300 931 106** or email us at [sah.returns@at2go.org.au](mailto:sah.returns@at2go.org.au)

## 13. Governance

<b>Parent Policy</b>	n/a
<b>Associated procedures/documents</b>	n/a
<b>Related legislation</b>	Australian Consumer Law Aged Care Act 2024 Aged Care Rules 2025
<b>Division</b>	SAH AT2GO

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## Support at Home AT2GO Returns Policy

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