

REFUND, EXCHANGE, RETURN POLICY

Mastercompounding.com.au accept refunds or exchange in accordance with the Australia Consumer Law.

Consumers in Australia have a legal right to obtain a refund from a business for goods purchased if the goods are faulty, not fit for purpose or don't match the description.

Master Compounding Pharmacy's refund, exchange, return policy is an addition to your statutory rights under the Australian Consumer Act and similar laws. In all circumstances, MasterCompounding Pharmacy will not process a refund or return until the product in question is received by us (MasterCompounding Pharmacy) in acceptable condition. To qualify for acceptable condition, the product in question should remain in original packaging, be unused, and sustained no damage or tampering upon return.

In accordance with the Pharmacy Council of Australia, prescription and pharmacist-only medicines cannot be returned once it has been delivered to you (the customer).

Change of Mind

MasterCompounding Pharmacy can offer a return, exchange or refund on a product if you change your mind, but also reserves the right to decline a return, exchange or refund if the requirements of the product are not satisfied within our refund, exchange, and return policy.

For items returned 10 days after receiving/purchase, a refund, exchange, return is not possible if:

- You (the customer) are not able to provide your original purchase receipt or other proof of purchase at the time you return the item.
- You (the customer) are not able to send the product in question back to MasterCompounding Pharmacy in its original packaging including manuals, pamphlets and all accessories.
- MasterCompounding Pharmacy will not accept the return, exchange, refund of items from the following categories under the change of mind returns policy, in any circumstances.

Please note not all purchases made through MasterCompounding Pharmacy are eligible for returns.

- Ineligible products for return, exchange, refund include:
- Medicines (Prescribed or Over the Counter)
- Baby Formula
- Fragrances
- Vitamins Supplements or any consumable products.

You (the customer) will be required to pay for the postage of a refund, exchange, returned product back to MasterCompounding Pharmacy to ensure the safe delivery of the product back to us (MasterCompounding Pharmacy).

Furthermore, a refund may not be possible until the returned, exchanged, refunded product is checked by one MasterCompounding Pharmacy staff to verify if there is any damage or changes to the product's original condition.

Faulty or Incorrect Product

In the case of a Faulty or Incorrect Product please contact MasterCompounding Pharmacy customer support service to discuss the return or refund options available to you (the customer).

To speak to MasterCompounding Pharmacy customer support service, please call 02 4968 2305 between 9am-5pm Monday-Friday.

Damaged or Defective Products

If such a case arises where the product you (the customer) receives is damaged or defective, please contact MasterCompounding Pharmacy customer support service within 2 days of receiving your product, along with your order number and a description of the condition of the damaged or defective item.

Upon careful consideration and depending on the Manufacturer's Policy for the product in question, MasterCompounding Pharmacy customer support might offer to provide one of the below resolutions:

1. Place you in contact with the manufacturer (warranty support)
2. Replacement
3. Refund you for the product
4. Exchange the product

Cancellation

Order that have been dispatched cannot be cancelled after the product is sent.

Products ordered that you (the customer) wish to cancel should be posted back, at your own expenses, where upon being received by MasterCompounding Pharmacy a full refund will be provided if the product in question meets the requirements of the refund, exchange, return policy. Please check return policy as some of the products may not be eligible for refund.

Please note that the customer will be responsible for the product until it is received by MasterCompounding Pharmacy.

Products that have been tampered will be refused a refund. Postage costs will not be Refunded by MasterCompounding Pharmacy.

Refunds

Approved refunds to you (the customer) will be credited back to the same credit/debit card provided at the time of product purchase.

NOTE: MasterCompounding Pharmacy will need to confirm with you (the customer) verbally or in writing details of the order and product in question before a refund, exchange, return is permitted. Unauthorised returns may be refused. Products approved for refund, exchange, return will be processed accordingly upon receivership by MasterCompounding Pharmacy.

MasterCompounding Pharmacy customer support service team can be reached via email or phone (Monday to Friday) between 9am to 5pm AEST.

Contact:

Phone: 02 4968 2305

Posting Your Returns:

Mastercompounding Pharmacy (Priceline pharmacy)

1A/ 230, Maitland Road

Mayfield NSW 2305

Returned products will be checked by staff members of MasterCompounding Pharmacy. Any damage to the products are the responsibility of you (the customer) until they reach the custody of MasterCompounding Pharmacy store staff members.

Please ensure the product being returned, exchanged, or refunded is packed in a sturdy and secure manner to avoid any damage in transit.