

General Information, Terms and Conditions

Freight charges

Freight charges on our shopping cart are calculated by weight. We try to use the best value for all concerned. We have two tiers to our charges, up to 5kg and over 5kg. These apply for Australia wide deliveries. The over 5kg rate has no maximum weight restriction, the flat fee applies. We reserve the right to review the freight charges on all orders in excess of 100kg.

Freight charges are subject to change without notice. If you have any concerns please contact us. If you have any specific delivery requirements that cannot be detailed when placing online order please contact us.

If you have your own freight company that you wish to use, you unfortunately cannot purchase through our online shopping cart. You need to contact us directly and advise us of your preferred freight company. Note: Goods have to be paid for prior to despatch unless you are either an account holder or a school or hospital.

How do I receive my order?

We despatch orders via Australia Post (Australia wide) by either Express Courier or Parcel Post, Local Couriers and Interstate Freight Companies whatever offers the most secure, cost effective and quicker delivery.

Delivery

All orders are despatched from our Western Australian distribution centre, in most instances within one day of receipt of order and payment, subject to stock availability. In most instances all deliveries are made within 5 working days from processing of order. The majority of orders that are under 5kg can be delivered within 2-3 working days.

If you have any concerns about your order not arriving within the time frame above, please don't hesitate to contact us.

If you have special delivery instructions please notify us either by one of the contact methods on our website or making a note when checking out of our online shop.

Goods can be collected from our distribution centre in Western Australia generally same day of order if required. First Aid kits are packed to order so notification in advance is required.

International orders are accepted.

Misplaced or damaged orders

In the event your order arrives damaged, please let the delivering party know immediately and also contact us by telephone on FREECALL 1800 35 1232 or email info@medichill.com

In the event your order does not arrive within the stated time above, please contact us and we will endeavour to track your order.

Return Policy

Medichill may exchange, replace goods or refund purchase price provided goods are returned in original packaging and condition. Please notify us within 7 days of receiving order to obtain an exchange, return or refund agreement. For agreed returns all postal/delivery charges are to be paid by customer. Purchases returned without an agreement will be refused. Exchanges, replacement product or refunds can only be made if the following occurs:

1. We are notified within 7 days of receiving goods
2. An Exchange, Replacement or Refund agreement is lodged with us and agreed to
3. Goods are returned to us within 21 days in original packaged condition

No exchange, replacement or refund can be made until goods have been receipted at our distribution centre unless by prior arrangement with the management.

Defective or Faulty Product

Should you feel that the product is not working in accordance with specified stipulations or there appears to be a fault in the manufacturing of the product, contact us immediately FREECALL 1800 35 1232 or email info@medichill.com

If product found to be defective or faulty the product will be replaced however, while the majority of our products have a virtually unlimited shelf life, products that are in excess of one year from date of purchase cannot be replaced without express consent of the management due to a fair and reasonable amount of time having passed since purchase.

Product availability

Orders are subject to product availability, while ample stocks of all products are held, circumstances or delays beyond our control may effect supply of product within specified time frames. In these circumstances you will be notified within 2 days from the date of receipt of order and payment by telephone or email. You will then be given the option to wait for the new delivery date or to cancel order.

Payment Methods

We accept Credit Cards, Visa, MasterCard and AMEX. Cheques (Account Holders only) EFT bank transfers, Paypal transactions and Cash (cash at Western Australian distribution centre only)

Privacy and Your Personal Information

Any personal information we receive will only be used for the purpose for which you provide it, and will not be disclosed to any other party outside of the Medichill group.

Dispute Resolution

Our company prides itself on it's customer service regime and we treat all feedback on products and services as valuable input be it negative or positive. We treat all complaints with the utmost respect and endeavour to resolve all disputes in a prompt and professional manner. Should you have any issues with either how you were treated as a customer or the product that you have purchased please call on FREECALL 1800 35 1232 or email info@medichill.com