

Returns and exchanges

We stand by the quality of our products. All products are guaranteed for 12 months and we guarantee 100% customer satisfaction.

- Exchange will be given within 30 days from purchase. An original receipt must be presented as proof of purchase. Products and packaging must be returned in original condition. Exchange after 30 days from purchase date are limited to comply with consumer rights only. Please choose carefully, as we do not give refunds if you simply change your mind or make a wrong decision.
- You can choose between a refund or exchange where goods are faulty, have been wrongly described, are different from a sample shown to you or do not do what they are supposed to do. Please retain your receipt for proof of purchase, download the return and exchange form and return them postage free to:

Reply Paid 85655
Lung Foundation Australia
MILTON QLD 4064

Important Note: We reserve the right to assess the condition and age of all returned goods prior to offering a refund, exchange voucher or repair. This may result in the product being sent away for assessment. If the products are not faulty or have been damaged due to inappropriate use, a refund, exchange or repair will be refused. Some products may vary from those advertised. Where applicable all prices include GST.