

TURMERIC AUSTRALIA RETURNS POLICY:

We understand that sometimes you may wish to return a product that you have purchase from the Turmeric Australia online store. Your rights under the Australian Consumer law: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Where a failure does not amount to a major failure, Turmeric Australia is entitled to choose between providing you with a replacement or other suitable remedy. Any cost incurred by you returning the product to Turmeric Australia will be borne by you. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure by Turmeric Australia to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (eg from your doctor), depending on the loss or damage.

1. Returning a product

Where: For all product return queries, please first call Nature's Help Head Office on (07) 55 303247. The quickest and easiest way to return items(s) is to post to Turmeric Australia, PO Box 3022, Robina Town Centre, Robina 4230, QLD. Please note that you can only return a Turmeric Australia product to us if you brought from our online store. If you purchased one of our products from another store, you must return the product to store in which you made your purchase and abide by their returns policy. If you are returning the item(s) because you have changed your mind or any reason other than believing you have a faulty product, then any postage charge is payable by you. Items to be returned by post are your responsibility until they reach Turmeric Australia, so please make sure that they are securely

packaged. Please retain your receipt: In order to obtain a refund, you must have clear proof of purchase – typically, a receipt. How long do I have? 30 days from receipt of product.

2. Product Assessment

Once we have established proof of purchase, as you can appreciate, we will need to assess the product to determine the nature of the issue and how we can help you, be it a refund, or exchange. In many situations, this will be a simple. For example, if the product was mis-described or incorrectly labelled, or if the fault is relatively simple and safe to determine, we can assess it very quickly. Sometimes it may be if it is identified through the assessment process that there is no fault with the product or that it has been damaged due to misuse, abnormal use or abuse, Turmeric Australia may require you to reimburse us for any costs we have incurred. This may take the form of product assessment fees imposed on us by the manufacturer and/or costs in transporting your product to and from the manufacturer.

3. Have you changed your mind?

If you have changed your mind, as long as: You have clear proof of purchase, typically a receipt; The product and packaging is in its original condition including manuals and accessories; The item is in re-saleable condition for example original tags and labels are still attached, unworn, unopened or unused Turmeric Australia will provide you with a refund. If I can't find my receipt, can I use a bank statement as proof of purchase instead? Unfortunately Natures Help will not accept a bank or credit card statement unless the amount on that statement directly corresponds to the amount at which the product in question was purchased. Where multiple items were purchased in that transaction, it limits our ability to establish proof of purchase. Natures Help cannot provide copies of receipts if lost or misplaced.