

Clinic Refund & Return Policy

Policy Code: CLI-019**Version:** 4.0**Effective Date:** 25 October 2024

Purpose

This policy outlines the parameters around refunds and exchanges of faulty items within Endeavour Wellness Clinics nationally.

Scope

- All Clinic staff
- All Clinic clients
- All students undertaking clinic practicum subjects

Policy Statement

This policy details the boundaries and limitations around provision of refunds for goods or services, or exchanges of products within any Endeavour Wellness Clinic operated by the College.

Change of Mind – Products

Clients must choose carefully as Endeavour Wellness Clinic will not refund or exchange dispensary prescriptions, vitamins, nutritional supplements or retail goods due to change of mind.

Faulty Items

For faulty items, Endeavour Wellness Clinic will accept refunds or exchanges in accordance with Australian Consumer Law. This enables a client to return a faulty product that is:

- Significantly different to those shown or described to the client
- Not fit for purpose
- Unsafe

To process a faulty goods refund or exchange:

- Proof of purchase, such as a receipt, is required.
- Endeavour Wellness Clinic has the right to assess the condition of the returned goods prior to offering a repair, exchange or refund; this may result in a refund of exchange being refused.
- Product must be returned no later than 10 days from purchase date.
- Refunds (where applicable) will be issued using the original payment method only.

Therapeutic Reactions / Adverse Reactions

Should a client experience an adverse reaction to their prescription or are unsure if it is a therapeutic or adverse reaction, they should contact Endeavour Wellness Clinics on 1300 859 785 as soon as possible.

Dissatisfaction

If a client is dissatisfied with a service provided or a decision made by Endeavour Wellness Clinic, the client should be referred to the *Quality Feedback Monitor (QFM)* available via the 'Provide Feedback' button on the College's website.

Related Procedures

Not Applicable

Definitions

College – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

Further Information

Related Policies

Clinic Cancellation Policy

Therapeutic Goods Adverse Reactions Reporting Policy

Related Documents

Endeavour Clinic Handbook

Guidelines

Not Applicable

Benchmarking

- Terry White Chemist
- Chemist Warehouse
- Flannerys

Supporting Research and Analysis

Not Applicable

Related Legislation

Reporting Adverse Drug Reactions protocol: <https://www.tga.gov.au/reporting-adverse-events>

Review and Approval

Policy Author

Clinic Managers, Brisbane, Adelaide & Perth

Policy Owner

Director of Clinic and Campus Operations

Contact

Director of Clinic and Campus Operations

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Approval Body

College Council

Meeting date: 11 December 2015

Policy Status

Revised – full revision by DCCO for currency, June 2023

Responsibilities for Implementation

- Clinic Practicum Students
- Clinic Staff
- Clinic Supervisors (academic)
- Director of Clinic and Campus Operations

Key Stakeholders

- Chief Financial Officer
- Director of Student Services & Retention
- Heads of Department
- Managing Director
- National Quality, Governance and Compliance Manager

