



**Customer Satisfaction is our Top Priority.
We are not happy unless you are!**

RETURNS & EXCHANGES

Customer satisfaction is very important to us and if you are not satisfied with your purchase, you can return or exchange your items in adherence to our Returns Policy outlined below.

POLICY

Together with your ACCC guarantees, if you change your mind, we will happily exchange or refund your item providing the following conditions have been met:

1. The item is returned within 30 days of the date of delivery.
2. Items must be in original condition as purchased (unworn, unused, unwashed, no hair, makeup or dirt on garment, all tags/labels attached)

Exchanges and refunds are not available on sale items, clearance items, discontinued lines, embroidered items, stethoscopes, hosiery, underwear, masks or caps.

The postage cost for exchanges & returns sent back to eNurse are incurred by the purchaser and items are the responsibility of the purchaser until received by eNurse. Exchanged goods will be sent back to the purchaser with no postage charge and are subject to stock availability. Refunds will be processed at the original purchase price excluding postage paid. If an item is faulty, eNurse will pay for the item to be returned and will replace it or provide a refund. Our full refund policy can be found on the eNurse website www.enurse.com.au

HOW TO EXCHANGE / REQUEST REFUND

Complete the form below and post your item & form to - PO BOX 9434 Wynnum Plaza QLD AUSTRALIA 4178

Customer Details

Name: _____ Phone: _____ Email: _____

Address: _____

Invoice/Order Number: _____ Purchase Date: _____

Item Returned	Refund	Exchange	Reason	Replacement Item Colour/Size

Thank you, the eNurse Team.