

massage australia returns policy

Massage Australia provides a range of equipment and suppliers to members and non-members. Customer satisfaction is an integral part of our customer service.

This is reflected in our Returns Policy and means that you can shop with confidence knowing that we can offer you exchanges and refunds.

It's OK to change your mind, as long as you do it within 5 working days! If the item is returned in its original packaging we will exchange it for you or offer a refund based on your original method of payment. Please do not send us any items you wish to return without consulting us first.

books & dvd's

Refunds or exchanges will only be given within 5 working and all original packaging must be unopened and intact.

PLEASE NOTE:

Postage charges for returning products are the responsibility of the purchaser. We recommend that you use Australia Post that offers parcel tracking. If you choose not to follow these recommendations, you will be responsible for any loss or damage to the product during shipping.

Massage Australia reserves the right to check any returned product. If the customer misrepresents the condition of the product, or willfully damages a product prior to return, Massage Australia may impose a surcharge and handling fee of up to 20% of the purchase price.