



Returns Policy

Johns Group Pty Ltd ACN 643 369 813

1. Returns Policy

This returns policy (**Returns Policy**) contains the terms and conditions that apply when You (**Customer, You, Your and other similar terms**) are considering returning the Goods purchased from Johns Group Pty Ltd ACN 609 770 050 (**Pro Facemask, Company, We, Us, Our and other like terms**). This Returns Policy forms part of the Terms of Sale that applies to the Goods ordered by the Customer.

Terms that are capitalised in this document take their meaning from the Terms of Sale or are defined herein.

2. Return and refund or replacement

- (a) Requests for a refund or replacement of the Goods are to be made via email at admin@profacemask.com.au within fourteen (14) days of the Goods being delivered to the Customer.
- (b) Subject to clause 2(d) and to the maximum extent permitted by law, You will not be entitled to return and request a refund or replacement of damaged or defective Goods if:
 - (i) You have changed Your mind;
 - (ii) the Goods been removed from their packaging, interfered with, or otherwise tampered with, as determined by the Company acting reasonably; and
 - (iii) You have not taken reasonable steps to contact Us and request a refund or replacement of the Goods.
- (c) In Australia, Company's goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.
- (d) For claims that cannot be excluded or restricted under Australian Consumer Law, the liability of the Company for such a claim will (at the Company's option and to the extent permitted by law) be limited to:
 - (iv) replacement of the Goods or the supply of equivalent Goods;
 - (v) the cost of replacing the Goods or acquiring equivalent Goods;
 - (vi) repair of the Goods; and
 - (vii) the cost of having the Goods repaired; or
 - (viii) the amount paid for the Goods, inclusive of GST,whichever is the greater.
- (e) Nothing in this Agreement attempts to limit or exclude liability of the Company in compliance with section 64 of Schedule 2 of the Australian Consumer Law.

3. Method of providing refund or replacement

3.1. Refund

- (a) We will only provide Your refund by crediting the card or bank account originally used to purchase the Goods. We will not issue a refund by way of cash, cheque, or credit to any other card or account.
- (b) We aim to process all refund requests within five (5) business days of receiving them, but we make no warranty that such requests will be processed in this time frame.

3.2. Replacement

- (a) Your replacement Goods will be delivered to the same address we sent Your original Order to unless You request they be sent to an alternative address.
- (b) We aim to dispatch all replacement Goods within five (5) business days after We approve Your request for replacement, but we make no warranty that dispatch will occur in this time frame.