

Diabetes Tasmania – Refund Policy and Procedure

This policy and its related procedures have been established to enable the company to facilitate efficient and effective refunds for products, event registration fees, membership subscriptions and donations due to varied reasons. There may also be occasional instances where refunds are required due to system failures, cancellation of events and circumstances beyond Diabetes Tasmania's control.

Diabetes Tasmania will conduct all refunds ethically, honestly and with fairness to all parties.

Procedure

All refunds are guided by the following key principles:

- proof of purchase is required for any refunds or exchange;
- Diabetes Tasmania reserves the right to assess the eligibility of all refunds;
- a Refund Requisition form must be completed and authorised by the appropriate manager, and is accompanied by the customer's request for refund;
- refunds will be issued as per the customer's original payment method; and
- once approved, refunds will be processed by the Finance department within 1 to 3 business days for credit cards and twice a month for cheques and electronic fund transfers.

Diabetes Tasmania retail products

Diabetes Tasmania will accept returns of products within 15 business days from the date of purchase.

Products must be returned by customers in its original condition before replacements are issued. Diabetes Tasmania must be contacted prior to the products being returned.

Postage costs will be borne by the customer for any change of mind purchases.

Due to health reasons, the following products cannot be refunded or returned under any circumstance:

- blood testing monitors;
- lancets;
- lancet devices; and
- Ketone strips.

Diabetes education and training events

Diabetes Tasmania reserves the right to cancel, postpone or reschedule events due to unforeseen circumstances. Participants will be notified and refunds will be processed (if applicable).

If participants are unable to attend an event, refunds are only provided if a notice of cancellation is received in writing or via phone, 1 week before the event. No refunds are provided for cancellations with less than 1 weeks' notice.

Participants may reschedule or transfer their registration to another person if they are unable to attend an event organised by Diabetes Tasmania, if the other person meets the specific program eligibility criteria. Similarly, the notification to reschedule or transfer has to be in writing or via phone, and Diabetes Tasmania must be notified 1 week prior to the event.

Living Well with Diabetes events and expos

Diabetes Tasmania reserves the right to cancel, postpone or reschedule events due to unforeseen circumstances. Participants will be notified and refunds will be processed (if applicable).

If participants are unable to attend an event due to unforeseen illness, injury or family loss, refunds are provided if a notice of cancellation is received in writing or via phone, 1 week before the event.

Diabetes Tasmania is under no obligation to provide refunds due to a change of mind.

Diabetes camps

Diabetes Tasmania reserves the right to cancel, postpone, alter or reschedule camps including camp program, dates, location or duration, as a result of unforeseen circumstances (e.g. fire or natural disasters) or for any other reason. Campers will be notified and refunds will be processed (if applicable).

Diabetes Tasmania reserves the right to withdraw or expel any camper whose behaviour, or actions are deemed harmful or disruptive to themselves or others, and if the camper will not or cannot follow by the rules and policies of camp. If this occurs, no refund will be made.

If a camper is unable to attend, refunds are only provided if a notice of cancellation is received 2 weeks before the scheduled start date of camp. All refund requests are to be made in writing or via phone.

If a camper cancels within the 2 week period due to an unforeseen illness, injury or family emergency, a medical certificate along with a letter or email would be required to support a refund request.

No refunds will be made for a camper that leaves camp early for any reason, or for any change of mind.

Membership subscriptions

Membership refund requests will not be accepted, except under the following circumstances:

- members have accidentally overpaid;
- members have paid for their membership more than once in one year; and
- members have been charged the incorrect subscription fee.

Requests for membership refunds must be in writing or via phone.

Donations

If an error was made regarding a pledged amount or donation, donors should notify Diabetes Tasmania within 7 days in writing or via phone and include the following details:

- full name of donor;
- address;
- pledged / donated amount;
- date of transaction;
- receipt number; and
- nature of error / reason for refund.

If the refund is approved, any original receipt issued for the incorrect amount becomes void and invalid. A new receipt will be issued accordingly.

Diabetes Tasmania is under no obligation to provide refunds due to a change of heart but will endeavour to ensure that any genuine errors are rectified.