

Terms and Conditions:

In the following Terms & Conditions (“Terms & Conditions “), “we”, “us” or “our” means Mobility Zone.

Collection and Use of Information:

Mobility Zone collects personal data to provide a specific product or service requested by the customer. Certain information may be required to provide this product or service, such as full name of customer and recipient, authorised users, e-mail address, billing address, card/bank details and contact phone numbers.

Disclosure of Information:

Mobility Zone will not disclose any personal information such as your name, address, email, telephone number or card/bank details to any person outside of the company, unless the customer has authorised us to do so or unless required by law to disclose such information. Furthermore, under no circumstances will Mobility Zone sell or receive payments or services for disclosing customers' personal information to any partner or external company.

Shipping Policy:

- Certain products are dispatched with Australia Post or a third-party courier. Mobility Zone accepts no responsibility for delays associated with Australia Post or third-party courier actions. In the event that the recipient is not available to accept delivery and there is no safe drop-off point, the goods will be returned to the closest Post Office and a calling card will be left notifying the recipient to pick up the goods.
- Mobility Zone uses reputable third-party contract couriers, including Australia Post. While every care is taken to ensure accurate and safe delivery, we cannot guarantee unforeseen circumstances, such as damage or delay that result in a parcel not arriving at a certain time or place. Mobility Zone will work with the customer to assist in resolving any issues that may be a result of a third-party failure.
- To avoid any disappointment, please place your order early to provide us with the best opportunity to deliver your Item by your preferred delivery date.
- Please note that the seller may vary any prices on the seller’s website at any time and without notice to the buyer. Although the seller has endeavoured to ensure that the product and pricing information provided on its website is accurate, complete, and current, the seller does not provide any representations or warranties as to its accuracy, completeness or currency of information, and the seller shall not be responsible or liable for any inaccurate, incomplete, or out-of-date information on this website.
- For further information or questions, please feel free to contact one of our friendly team members at 07 3134 4674 or email us at info@mobilityzone.com.au

Delivery Information:

1. If you are unsure of the delivery location or products available, please give us a call at 07 3134 4674
2. Your Product Delivery Charges will be calculated and displayed in your order total.

Address Types:

1. For Residential addresses, if a courier deems a delivery location unsafe, the order will be returned to the dispatch address and redelivery fees will apply. For Mobility Zone deliveries dispatched to Australia Post, see the above.
2. For Business, School and Hospital addresses, Mobility Zone accepts no responsibility for delivered items that are redirected to the mailroom, front desk or reception.
3. It is the responsibility of the customer to ensure they check their invoice and confirm the name and address details of the recipient are complete and correct. It is the responsibility of the customer to ensure that the recipient will be in attendance at the address at the time of delivery.

What happens if I supply the wrong address?

- Please be very careful in providing us with correct and up-to-date address information.
- If you provide us with an incorrect address and we deliver your order as per your instructions, then Mobility Zone accepts no responsibility for the mistake.
- If we are unable to deliver to an incorrect address and the order is returned to our dispatch, we can redeliver, but at an additional re-delivery charge.

Products & Pricing:

Mobility Zone reserves the right to change without prior notice the source of any of its products. Mobility Zone further reserves the right to discontinue without prior notice any of its products and stock or replacement parts thereof. Mobility Zone may further change the prices of its products at any time and without prior notice unless otherwise agreed in writing by Mobility Zone to expressly provide prior notice to the buyer. Mobility Zone will make a reasonable effort to provide advanced notice when possible. Billing and payments shall be in Australian Dollars unless otherwise agreed in writing by the parties.

Mobility Zone

Returns and Refunds Policy:

1. Mobility Zone does not offer refunds with a change of mind, or a buyer finding the same product or service cheaper elsewhere. Products can be returned under the following specified outcomes: (a) has a problem that would have stopped someone from buying the item if they had known about it, (b) is unsafe (c) is significantly different from the sample or description (d) doesn't do what we said it would, or what you asked for and can't be easily fixed. (e)
2. Requests for returns must be submitted within 3 days from the date of invoice.
3. Returns or repairs regarding warranty claims will be accepted within the time frame from the date of invoice to the suppliers warranty date. The extent of this warranty is documented by way of "Written Warranty Statement" provided by the manufacturer with the relevant products supplied to the seller. If the condition of the product is such as it might or would (subject to these terms) entitle buyer to claim warranty, to reject or reverse purchase order, or to reject the product, Buyer shall first make written request to Mobility Zone to fulfil any applicable warranty obligations. To the extent a valid warranty obligation exists, as determined by Mobility Zone, Mobility Zone then will be entitled to take corrective actions within a reasonable time in the manner it deems appropriate, including, but not limited to repair or replacement of the product or refund the price paid for the product. If Mobility Zone takes corrective action, then Mobility Zone shall not be liable for any loss or damage of any nature whatsoever arising from and after initial delivery of the product, or the performance of its warranty obligations.
4. Where goods are accepted (for credit or refund at the seller's discretion) they must be delivered at the buyer's expense into our warehouse. All returned goods must be in brand-new condition, never used or never worn and properly packed in original packaging, unmarked and with original paperwork (instructions, manuals, warranty or others).
5. Returned products are the buyer's responsibility until they reach the seller. The seller shall not be responsible for misdirected shipments or products lost or damaged in transit.
6. For hygiene reasons, Mobility Zone does not accept returns or exchanges of bath and personal care products (Examples: commodes, raised toilet seats, shower chairs, cushions and transfer benches).