

Terms and Conditions:

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

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or currency of information, and the seller shall not be responsible or liable for any inaccurate, incomplete, or out-of-date information on this website.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.

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).

Product and Pricing Policy:

Changes to Products and Stock:

At Mobility Zone, we strive to provide the highest quality products and services to our customers. However, we reserve the right to make changes to our product offerings at any time without prior notice. This includes the right to:

- Change the source or supplier of any of our products.
- Discontinue products, stock, or replacement parts without notice.

While we make every effort to maintain consistent product availability, please be aware that some items may be subject to supply chain changes or unavailability. We will, where possible, attempt to notify customers in advance of any significant changes, but such notifications are not guaranteed.

Changes to Pricing:

We also reserve the right to adjust the pricing of our products and services at any time, without prior notice, unless a written agreement is in place with a specific buyer. These price changes may result from market conditions, product availability, or other factors. While we will make a reasonable effort to inform our customers of price changes when feasible, we are not obligated to provide prior notice of price updates unless explicitly agreed upon in writing.

All billing and payments will be conducted in Australian Dollars (AUD) unless otherwise specified in writing.

Pricing Policy:

At Mobility Zone, we are committed to providing our customers and professional clients with exceptional value, both through high-quality products and competitive pricing. To further enhance this commitment, we offer a Discount Program for formally written competitor quotes.

Eligibility for Discount:

To qualify for this discount, you must provide a **formal, written quote** from a competitor that includes all relevant details about the product or service being offered. The quote must:

- Be valid at the time of submission.
- Be from a brick-and-mortar store (i.e., a physical storefront location).
- Include full details such as product specifications, price, and any additional charges.

Please note that this discount does not apply to purchases made from online-only stores or e-commerce platforms. We are unable to accept quotes for products or services listed exclusively online.

Exclusions and Restrictions:

This discount is **not valid in combination** with any other promotional offers, sales, or discounts. The offer is **subject to change or discontinuation** at any time without prior notice, at the sole discretion of Mobility Zone.

Any changes or discontinuations of the discount will not affect any formal quotes that have already been issued to customers.