

Refunds and Returns

Authorised by: **CEO**

Approval Date: 30 June 2016

Purpose

At Emergency Management Services (EMS), we are committed to providing high quality products and services. In the event the client/customer is not satisfied with their purchase, this refund policy explains when and how we will provide a refund.

Scope

This policy applies to all staff, clients, participants, and customers of EMS.

Policy

Products

We ask that clients and customers please choose carefully before making their purchase, as we do not normally give refunds for change of mind or making a wrong selection.

In accordance with Australian Consumer Law and the policies outlined by the NSW Department of Fair Trading, EMS will refund, exchange or repair goods that you have purchased only in the following circumstances:

- *The goods have a fault that you were not made aware of at the time of purchase;*
- *The goods do not match the description provided at the time of purchase, either by the salesperson, brochures or advertisements;*
- *The goods are not the same as the sample you were shown at the time of purchase; and/or*
- *The goods do not do the job as you were led to believe by the salesperson or by any information provided.*

You are not entitled to a refund if you:

- *Simply change your mind or no longer want the goods;*
- *Realise you cannot afford the goods;*
- *Found the same item at a cheaper price elsewhere;*
- *Knew about the particular fault prior to purchase; and/or*
- *Were responsible for causing the fault.*

Where a return authorisation is granted for reasons where the consumer is not entitled to a refund under Australian Consumer Law a restocking fee of 20% of the purchase price will be charged to the client or subtracted from any refund due. This cost is reclaimed to cover administration, courier and repacking costs.

Further information is available at:

http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/Your_shopping_rights

Training Courses

For any training program where fees are paid in advance of the commencement date of the program, these fees are to be maintained in a holding account to enable refunds to be paid where applicable. In the unlikely event that EMS are

unable to deliver a scheduled training course which has been paid in full, a full refund will be issued or if acceptable to the client/participant alternative arrangements will be made to reschedule.

All applications for refund are to be resolved and paid within four weeks from receipt of application. Where a refund is requested, an Application for Refund Form must be completed, this is available from EMS management. If a refund is required as a result of EMS not being able to provide a good or service, the Application for Refund Form will be required to be completed by a representative of EMS.

EMS offers a 100% money back guarantee for all training courses. If the client/participant is not satisfied with the training they have received, EMS will refund the full training cost subject to certain terms and conditions, and assessments. The client/participant is required to contact the EMS office within forty-eight (48) hours from completion of the course to obtain a copy of the Application for Refund Form to complete and return to the EMS office for assessment. If the application is successful, the refund must be processed and refunded within fourteen (14) days.

Any questions relating to Refunds can be directed to your trainer or Emergency Management Services' CEO.

Relevant Standard, Guidelines and/or Legislation

This Refunds and Returns Policy documents specifically addresses SNR 5.3 of the Standards for NVR Registered Training Organisations

Australian Consumer Law

NSW Department of Fair Trading

Related Documents

Application for Refund Form