

Returns policy

Our returns policy is in addition to your rights under Australian Consumer Law because we want you to be able to shop with confidence.

You will be entitled to a refund or exchange where we are required to do so under any relevant laws, including the Australian Consumer Law.

You may ask for a refund or exchange if an item has a major problem or is significantly different to what you asked for.

If you have purchased your Baby-Vac Nasal Aspirator from our website (www.babyvac.com.au) or Ebay Store (babyvacaustralia) and wish to return it to us, we recommend that you do so as soon as possible after becoming aware of the issue prompting your request for a refund or exchange. Delayed claims for refunds or exchanges may lead to your request for an exchange or refunds being rejected. Please email your refund / exchange request to info@babyvac.com.au.

If you purchased your Baby-Vac Nasal Aspirator through a retailer you will need to contact them for a refund / exchange with the original proof of purchase.

You will not be entitled to a refund or exchange where you have simply changed your mind.

When you are sending your Baby-Vac Nasal Aspirator to us, package it in a shipping bag or box that will prevent damage in transit. We recommend similar packaging to what you originally received your Baby-Vac Nasal Aspirator in. Please include the original box for the returned item.

We recommend you return the item to us via Registered Post so that the delivery can be tracked. All shipping costs will be the responsibility of the customer, until such time that we have confirmed that there is a fault with a product or that we have made a shipping error.

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.