



REFUND POLICY

Compass Counselling Clinic Pty Ltd ABN 99 674 495 839

This Refund Policy ("Policy") applies to all purchases from us, unless stated otherwise.

(1) CUSTOMER SATISFACTION IS OUR PRIORITY

At Compass Counselling Clinic Pty Ltd ABN 99 674495 839, customer satisfaction is our priority.

We offer refunds in accordance with the *Australian Consumer Law* and on the terms set out in this Policy.

Any benefits set out in this Policy may apply in addition to consumer's rights under the *Australian Consumer Law*.

Please read this Policy before booking a service, so that you understand your rights as well as what you can expect from us in the event that you are not happy with your service.

(2) AUSTRALIAN CONSUMER LAW

(a) Under the *Australian Consumer Law*:

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and*
- to a refund for the unused portion, or to compensation for its reduced value.*

(b) We offer refunds and replacements in accordance with the *Australian Consumer Law*.

(c) The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy services.

(d) If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the *Australian Consumer Law*, the *Australian Consumer Law* will prevail.

(e) Further information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*.

(f) If a service which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.

(g) If a service which you purchased from us has a failure which does not amount to a major failure (as defined in the *Australian Consumer Law*) then you may still be entitled to have the service replaced.

(3) CHANGE OF MIND

We do not offer any refund if you simply change your mind, or find the same service cheaper elsewhere.

(4) EXCEPTIONS

Notwithstanding the other provisions of this Policy, we may refuse to provide a replacement or refund for a service you purchased if:

- (a) You misused the said product in a way which caused the problem.
- (b) You knew or were made aware of the problem(s) with the service before you purchased it.
- (c) You asked for a service to be done in a certain manner, or you asked for alterations to a service, against our advice, or you were unclear about what you wanted.
- (d) Any other exceptions apply under the *Australian Consumer Law*.

(5) RESPONSE TIME

We aim to process any requests for replacements or refunds within 14 days of having received them.

(6) HOW TO APPLY FOR A REFUND OR REPLACEMENT

- (a) You may contact us to discuss a refund or replacement using the details at the end of this Policy.
- (b) We will pay any refunds in the same form as the original purchase or to the same account or credit card as was used to make the original purchase, unless otherwise determined in our sole discretion.

(c) You must provide proof of purchase in order to be eligible for a refund or replacement.

(d) You may be required to present a government issued identification document in order to be eligible for a refund or replacement.

(7) CONTACT US

Our goal is to ensure everyone can get access to a quality mental health practitioner. If you feel like your therapist did not meet your expectations, please contact us to discuss a refund.

If you wish to speak to us about this Policy or about any refund or replacements, you may contact us at:

Compass Counselling Clinic
C/- 1 Byrne Rd, Rosebank NSW 2480
info@compasscounselling.com.au