

RETURNS POLICY

DOMESTIC CUSTOMERS:

Any defective, incorrect or damaged item may be returned within 14 days of receipt. Please contact our office by email (dementiajournal@data.com.au) or phone (03 8317 8163) and quote the subscription ID or merchandise receipt number to arrange this. We will gladly ship a replacement for a faulty product.

If you change your mind about an item that you purchased for whatever reason you must contact us immediately and explain the problem. Once you have approval for return it must be received by us within 14 days of approval and received in a resalable condition. You will be issued an exchange or refund for the cost of the merchandise only.

Products may only be returned for refunds if UNOPENED. If opened, they may be returned only for replacement with the same item if faulty.

Any return that does not comply with the above policy will be subject to a restocking fee, at our discretion.

PLEASE SEND YOUR RETURN PREPAID TO:

Australian Journal of Dementia Care Subscriptions
Attention: Returns Department
Locked Bag 1235
North Melbourne Victoria 3051

Please allow 1-2 weeks for the return to be received and processed. If you are expecting a return shipment, please allow 2-3 weeks for the new package to arrive. If you need further assistance with a return, please call us on 03 8317 8163.

INTERNATIONAL CUSTOMERS:

Please contact us on +61 3 8317 8163 or by email to dementiajournal@data.com.au within 7 days of receipt to arrange credit or replacement.

DELIVERY POLICY

The Australian Journal of Dementia Care is mailed out to subscribers in Australia and overseas between the last week of the month before the cover date and the first week of the month of the cover date. Delivery is within two weeks of the posting date, depending on your location and is subject to Australia Post's delivery schedule.

SERVICE POLICY

In the event that an ordered item is not available or we are unable to fulfil your order, we will notify you within 2 business days to arrange an agreeable alternative item, a backorder or a full refund.

CANCELLATIONS & REFUNDS

If you are not satisfied with your subscription, you can cancel at any time for a full refund on the value of any remaining issues. No questions asked. Simply ring our subscriptions team on (03) 8317 8163 and they will process your request.