

YPSOMED AUSTRALIA PTY LTD REFUND POLICY

Purpose

This policy is intended to describe the Ypsomed Australia approach to requested refunds.

Scope

This refund policy covers the following products: SKU 700011268 mylife YpsoPump. It does not cover warranty requests. *For warranty and terms and conditions, please refer to the relevant documents on [Terms and conditions of sale - mylife Diabetescare – Australia \(mylife-diabetescare.com\)](https://www.mylife-diabetescare.com).*

Policy

Australian Consumer Law

Under the Australian Consumer Law, you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this refund policy is intended to modify, restrict, replace or remove your rights under the Australian Consumer Law and the Australian Consumer Law applies to the extent of any conflict with this document.

30-day money back guarantee:

Ypsomed will provide you a 30-day money back guarantee for a mylife YpsoPump purchased from Ypsomed ("money back guarantee refund request"), providing the product remains in its original packaging, unopened, sealed and in a saleable condition. All 30-day money back guarantee requests must be lodged by you within 30 days from the date of purchase. If the pump was purchased through Private Health Insurance the refund will be returned directly to your Insurer.

Refund requests:

If you need to discontinue the pump therapy for a medical reason, a refund request can be made in writing to Ypsomed Australia Pty Ltd. Any refund requests within 60-days from the purchase date are required to be supported by a clinical justification provided by the relevant health care professional. A refund will not be processed for "change of mind" or "not suitable".

Upon receipt of the refund request, Ypsomed Australia will record and acknowledge that the refund request has been lodged by you. Ypsomed Australia will then assess the refund request and let you know of the outcome and/or request further information from you within 10 working days.

The cost of transportation of the goods will be borne by you. If the refund request is found not to be valid for any reason, you will be advised accordingly. Any refund requests lodged after the 60 days will be assessed on a case-by-case basis at the discretion of Ypsomed Australia.

All 30-day money back guarantee and refund requests are to be sent to info@ypsomed.com.au