

Returns Policy



Auscare Protective Services enforces a 30-day return policy, meaning you have 30 days from receiving your order to request a return.

To be eligible for a return, the item you wish to return MUST be:

- sealed
- unused
- in its original packaging
- in the same condition that you received it
- provide receipt or proof of purchase

To initiate a return, please contact us via email at sales@auscareprotectiveservices.com.au. If your return is accepted, we'll notify you via email and provide instructions on how to return your item as well as where to send your package. Items sent back to Auscare Protective Services without a valid return request approval will not be accepted.

Contact us with any questions or queries regarding returns via email at sales@auscareprotectiveservices.com.au.

Damages and issues:

Please ensure you inspect your order upon receipt and contact us immediately if the item is:

- damaged
- defective
- incorrect / received the wrong item

In the case of any of the above, contact us immediately so that we can evaluate the issue and take action to solve & remedy.

Exceptions:

There are some exceptions to the return policy where some items cannot be returned. Please contact us if you have questions or queries about returning items via email at sales@auscareprotectiveservices.com.au.

Exchanges:

Exchanges are only valid when returning an approved item and ordering the desired / correct item following this process.

Refunds:

An Auscare Team Member will contact you once the returned item is received and inspected. You will be notified whether your refund was approved or not. Once approved, you will be refunded via your original payment method at time of purchase. Please note depending on your bank or credit card company, it can take some time to process your refund.