



Healthy Oz International Pty Ltd T/A B2BAustralia.net

ABN 41 637 828 445

Return & Refund Policy

We want you to be completely satisfied with your purchase. If for any reason you are not happy with your order, we're here to help.

Returns

- You have 3 days from the date of delivery to return an item.
- To be eligible for a return, the item must be unused, in the same condition you received it, and in the original packaging/sealed.
- Proof of purchase (invoice or order confirmation) is required for all returns.

Non-Returnable Items

- Medical products like Rapid Test Kits, Face Masks etc
- Sale or clearance items
- Personal care items (for hygiene reasons), Grocery and Beauty products.

Return Process

1. Email us at help@healthyoz.com.au with your order number and reason for return.
2. We'll respond within 3 business days with return instructions.
3. Ship the item back to us at your expense.
4. Once received and inspected, we'll notify you of the approval or rejection of your return.

Refunds

- Approved refunds will be processed to your original payment method within 10 business days.
- Shipping charges are non-refundable. If they are not itemised or included for free, it will be calculated at \$20 per Carton shipped.

Exchanges

- We only replace items if they are defective or damaged. For exchanges, email help@healthyoz.com.au