Customer Rights and Responsibilities

HiFlex Physio

In line with the ACCC (Australian Competition and Consumer Commission) under Consumer Law.

Consumer Rights

- That the retail consumables are in good and sold within expiry dates
- That the item is fit for the purpose it is inteded for
- That the item matches the description
- That services such as Personal Training are carried out with due skill and care by Qualified Fitness Instructors

Consumer Responsibilities

- Not to claim a refund for damages they have caused themselves through improper use of equipment
- Not to claim a refund if they change their mind, don't like a flavour/colour of the product, or find a better deal with a competitor
- Must return goods within a reasonable amount of time if the goods are problematic, expired, faulty or don't match the description.

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