



TERMS AND CONDITIONS

BALLA PTY LTD will only supply goods to you on the following terms and conditions unless we agree, in writing, to vary the terms and conditions.

BALLA PTY LTD makes no therapeutic claims. Our equipment is not intended to diagnose, cure or prevent any disease or illness. We recommend discussing any health concerns of a client with a doctor prior to treatment.

PAYMENT

Our prices and/or products are subject to change without notice.
You will be invoiced for goods at prices current at the date of dispatch.
Payment in full is required before dispatch or collection of an order.
Out of stock equipment requires a 50% deposit and must be paid in full after the notice of availability.

CANCELLATION

If you need to change or cancel your order please do so before 5 pm on the same day.

Any cancellation advice received after the 5 pm deadline will result in a 5% cancellation fee plus any costs incurred for shipping and handling if applicable.

RETURN POLICY

Merchandise may be returned for a refund within 5 working days of receipt, provided that the merchandise is in its original condition, the customer has retained all original materials, accessories, and packaging.

Returned goods must be accompanied by a photocopy of the invoice relating to them.

Customers must receive an Authorization Approval number prior to a return.

There will be a 25% restocking fee on all items approved for return.

All returns are subject to inspection before approval for a refund.

Absolutely NO returns will be accepted on customized/special ordered merchandise.

Any request for a return past the 5 day deadline will remain at the discretion of BALLA Pty Ltd.

No merchandise may be returned after 30 days of the shipping date. Shipping charges are non-refundable and the customer will absorb all applicable fees.

The customer is responsible for providing proper packaging and may be held responsible for any additional shipping fees (i.e. call tags, shipping insurance and repackaging). Any

merchandise received not in accordance with the above stated policy will be denied return delivery acceptance.

All returns will be carefully reviewed and authorized at the discretion of BALLA Pty Ltd.

Please call us if you need further assistance with return details.

WARRANTY

We stand behind everything that we sell.

All products have a 1year limited warranty (unless otherwise noted) against any manufacturing defects in materials or workmanship from the original date of purchase.

When proven defective upon our inspection we will repair or replace, at our choice, any defective product free of charge.

PRIVACY POLICY

You may be an Australian or International Company enquiring about our products and will need to register your details with us so that the appropriate person can contact you.

We will not disclose information about you to a company that is not a related entity unless the disclosure is required or authorised by law, or you have consented to our disclosing the information about you.

We reserve the right to disclose your information to law enforcement agencies, investigators and lawyers.

If you believe that the information we have about you is not current, accurate or complete we ask that you let us know so that we can amend our records.

If you have a complaint about the privacy of your personal information, we ask that you write to us. We will promptly acknowledge and investigate all complaints.

LINKS TO OTHER SITES

We may offer links to sites that are not operated by our company. If you visit one of the linked sites, you should review their Privacy Act, Terms and Conditions, and Policies.

We are not responsible for the policies and practices of other companies