

Return & Refund Policy

Thank you for shopping at Dr. Tanja Beeton Audiology.

If for some reason you are not entirely satisfied with your purchase, simply send it back within 30 days and we'll refund the cost of the item (*T's and C's apply).

Returns

We offer 30 calendar days to return an item from the date it was received.

To be eligible for a return, please ensure the item is:

- unused and in the same condition that it was received
- in the original packaging
- includes the receipt or proof of purchase.

The following items cannot be returned/refunded:

1. Opened or used items
2. Custom-made items (e.g moulds, ear plugs)
3. Hearing aid domes
4. Items that are on sale

Refunds

Once the returned item has been received and inspected we will advise whether or not the refund has been approved.

If approved, a refund will be issued to your credit card or through original method of payment. The credit should reflect within a certain amount of days, depending on your card issuer's policies.

Please allow a period of up to 20 days for the refund to be processed.

Exchanges

We are more than happy to exchange any items that are damaged or faulty but ask that the following be kept in consideration:

- The return is logged within 30 days of receipt
- The item is unused and in the same condition that it was received
- The item is in the original packaging
- The refund request includes the original receipt or proof of purchase

Shipping

Shipping costs will only be refunded if the return is as a result of our error (you received an incorrect or defective item etc.)

Contact Us

If there are any question or concerns regarding the above please phone our practice directly on 021 976 8113.