



VITAL PLUS

Returns & Refunds

- 1.1 Should an error occur in the preparation or delivery of an order, Vital Plus should be notified within 48 hours of receiving the goods via email or telephone.
- 1.2 If an incorrect item is received, call Vital Plus within 48 hours. We will sort things out with you. A replacement item will be sent Freight free. In addition, any expenses for returning a wrongly packed item will be credited to your account.
- 1.3 When an incorrect item is sent by error, you can keep it with a 50% discount or return it to the address above with your name and salon details. In addition, vital Plus will deduct the freight fee with your next order. Please make sure to notify us immediately by email or by calling us.
- 1.4 When a retail item is received in a damaged box during transit, please take a photo of the parcel and the damaged box. Would you please email the images to the Office Manager (email address above) with your name and salon name? We will arrange a replacement box or product. Alternatively, you can keep the item with a 10% credit.
- 1.5 You can return stock to Vital Plus if the item is no older than six months from its purchase date. Returned stock will incur a 10 to 50% handling fee depending on the state and the item's age. A credit note is issued once the returned product(s) have been received. We recommend that you contact your Educator, who will assist you with this process.
- 1.6 We do not credit products that have been opened.
- 1.7 If we run out of stock for an item, we can place it on back-order, and notify you as soon as it becomes available. The handling and delivery fee of a back-order is free of charge.
- 1.8 When returning stock to Vital Plus, please ensure that the products are carefully packed in a box with good protection. The return address to Vital Plus is:
2b Best Avenue, Mosman NSW 2088
- 1.9 Please contact the Office Manager (1300 437 638) or your State Educator before returning any products.
- 1.10 All refunds are made out as product credits. Vital Plus does not refund in cash.