



Dear Customer,

Re: McCarthy Psychology Services Pty Ltd refund policy

A refund may be given in the form of a credit, exchange or refund with McCarthy Psychology Services Pty Ltd for the following reasons:

- Goods purchased are faulty through no fault of the customer requesting the refund
- Goods purchased did not fit the stated purpose or a purpose the customer made known to McCarthy Psychology Services Pty Ltd sales staff
- Goods did not match the description or sample given by McCarthy Psychology Services Pty Ltd or its representatives
- Goods purchased have defects that were not obvious or that McCarthy Psychology Services Pty Ltd or its representatives did not bring to the customer's attention

However, to obtain a refund the customer must:

- Return the goods within 10 working days from the date of purchase
- If the return of the goods within 10 working days is not practical the customer must inform McCarthy Psychology Services Pty Ltd in writing to the General Manager as soon as possible
- Show proof of purchase in the form of a receipt or a bank statement showing the transaction of payment to McCarthy Psychology Services Pty Ltd

Please keep in mind that McCarthy Psychology Services Pty Ltd will not provide a credit, exchange or refund if the customer simply changes their mind.

Please keep your receipt as proof of purchase.

Refund policy current as at 11th March 2010

Yours sincerely,

A handwritten signature in black ink that reads 'Anne Connor'.

Anne Connor
General Manager

Level 1, Administration Building
43 Diamond Street
(P O Box 791)
Eltham Victoria 3095

T (03) 9431 0311
F (03) 9431 6251
E anne@mccarthypsychology.com.au
W mccarthypsychology.com.au

ABN 14 124 042 780