

**Money Back Satisfaction Guarantee  
Terms and Conditions**

1. If you are unsatisfied with any product ("**Relevant Product**") supplied by, and which you have purchased from, Glutagen Pty Ltd (referred to in these terms and conditions as "**we**", "**us**" or "**our**"), we offer to refund to you in full the purchase price paid by you to us (as determined by the purchase receipt, including any shipping costs) ("**Refund Amount**") for the Relevant Product ("**Offer**"), subject to these terms and conditions ("**Offer Terms**").
2. The Offer is limited to individuals in Australia who have purchased the Relevant Product either directly from us at [www.glutagen.com](http://www.glutagen.com) or through Amazon Australia at [www.amazon.com.au](http://www.amazon.com.au) ("**Eligible Customer**") and is only capable of acceptance by an Eligible Customer within 60 days from the date you purchased the Relevant Product from us ("**Offer Period**").
3. To accept the Offer, you must:
  - (a) be an Eligible Customer;
  - (b) contact us by filling up the [Refund Request Form](#) or by phone to +61 (0)3 8646 3878 before the expiry of the Offer Period and provide the following details:
    - (i) your name;
    - (ii) purchase details (including all details necessary for us to identify your relevant purchase order); and
    - (iii) the reason that you are unsatisfied with the Relevant Product and are claiming the Offer; then
  - (c) after contacting us by telephone in accordance with clause 3(a) above, you must return the Relevant Product to:

Glutagen Sales Pty Ltd  
Level 1, 159 Dorcas Street  
South Melbourne VIC 3205  
Australia
4. Any charges that you incur in contacting us about, or exercising your rights under, the Offer and returning the Relevant Product are your responsibility. Unless otherwise agreed, we will not refund any shipping or postage charges incurred by you in returning the Relevant Product to us.
5. Your Refund Amount will be credited to the credit card that you used to purchase the Relevant Product within 5 working days of us receiving the Relevant Product from you. If you used a payment method other than credit card to purchase the Relevant Product, we will, if possible, provide the Refund by that method, otherwise we will pay the Refund into your nominated bank account by electronic funds transfer.
6. You are limited to accepting this Offer once every 12 months. An individual acceptance of the Offer can relate to multiple units of product if each of those units are subject of the same order and are listed in the same purchase receipt and returned to us in accordance with clause 3(c).
7. This Offer is in addition to, and does not replace your, statutory rights. Nothing in these terms and conditions, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the *Competition and Consumer Act 2010* (Cth), or any other implied warranties under the *Australian Securities and Investments Commissions Act 2001* (Cth) or similar consumer protection laws in the States and Territories of Australia.
8. We reserve the right to change the Offer Terms or discontinue the Offer at any time. If we discontinue the Offer, we will still process claims made before the date of discontinuance and issue refunds if those claims are accepted.
9. For more information please call our Customer Service Team on +61 (0)3 8646 3878.