

JOHNSON & JOHNSON MEDICAL PTY LIMITED RETURN POLICY

All returns of goods ordered from Johnson & Johnson Medical Pty Limited ("**JJMT**") by a customer ("**Customer**") must have a Return Authority Number ("**R.A.N.**") clearly shown on the external return packaging. A R.A.N. is available by telephone, email or fax through JJM's customer service centre. The issue of a R.A.N. to the Customer does not mean the returned goods will be accepted or a credit will be granted.

1. Nothing in this Return Policy affects any rights or remedies that a party may have at law (including under the Australian Consumer Law) which cannot be lawfully limited or excluded.
2. Subject to the terms of this Return Policy, and without limiting any rights or remedies of the Customer in relation to defective goods under the Australian Consumer Law, JJMT agrees to accept return of any non-defective goods it has supplied with the exception of discontinued products and any products that do not have a sufficient term left on the expiry date to enable JJMT to resell those products should it wish to do so. Such goods must be in their original packaging, unopened, unmarked and in saleable condition and in their original unbroken shipping units. JJMT may reject returned goods that do not comply with these requirements unless JJMT has requested return of the relevant goods or the goods were defective at the time of supply and compliance is not possible.
3. Other than claims for defective goods (which must be notified and returned to JJMT as soon as possible after discovering the defect), all goods must be returned and any claims must be communicated to JJMT within seven (7) days of delivery, or, in the case of a product recall affecting the goods, the date that JJMT requests return of the goods.
4. Non-standard Australian stock line items that were specifically ordered by JJMT at the Customer's request will not be accepted for credit under any circumstance unless defective at the time of supply.
5. Goods returned for credit must also be accompanied by:
 - (a) a copy of JJM's packing slip or invoice, or documentation showing the Customer's name and date of purchase;
 - (b) a notation clearly stating the reason for return; and
 - (c) the R.A.N.
6. Other than in instances where the relevant goods are defective or otherwise fail to comply with any applicable statutory guarantees, JJMT reserves the right to deduct from any credit the full amount of any freight or shipping charges included in the original invoice.
7. In the event the Customer returns non-defective goods, JJMT reserves the right to charge a restocking fee on goods returned, at a rate of 15% of invoiced cost.