

## RPS Policy #19: Returns and Exchanges

Ramsay Health Care recognises that the principal responsibility for a patient's care lies with that patient's treating doctor. Following consultation with doctors and clinical employees, and through reference to current industry best practice standards, we have developed this policy as a *minimum standard* designed to deliver optimal care to patients. **Facility management and relevant RHC employees must comply with this policy** and integrate these minimum standards into the facility's clinical systems and RHC employees' individual practice.

Purpose:	To provide detail on the correct process to follow for the return of stock including front shop stock and dispensary items.
Applicable to:	All RPS dispensaries in Australia.
Policy refers to:	Pharmacy staff
Expected Outcomes:	To reduce the uncertainty with regards to return of stock in pharmacies and to ensure consistency across all Ramsay Pharmacy sites in Australia.
Policy statement:	In order to provide clear guidelines on the return and exchange of stock and medications in all Ramsay Pharmacies.  <b><i>Effective immediately, we are ceasing change of mind refunds and exchanges on all products to reduce the potential risk of cross contamination due to COVID-19.</i></b>
Definitions:	<p>"Proof of Purchase"      A receipt or document that confirms that one has paid for an item. Proof of purchase can include the following: receipt, a credit or debit card statement, a receipt or reference number given for a phone or internet payment or a copy/photograph of the receipt.</p>

### PROCEDURE: **Returns and Exchanges**

1.	<p>Ramsay Pharmacy Services will provide an exchange, refund or repair to customers in accordance with Australian Consumer Law, when there is adequate proof of purchase and where:</p> <ul style="list-style-type: none"> <li>• The goods are faulty, or</li> <li>• The goods can't be used for their intended purpose, or</li> <li>• Goods don't meet a reasonably expected level of quality or performance, or</li> <li>• The product was expired at the time of purchase or couldn't be reasonably used in this time frame.</li> </ul> <p>Ramsay Pharmacy Services will also provide an exchange on items, provided that:</p> <ul style="list-style-type: none"> <li>• There is valid proof of purchase</li> <li>• The product is in its original condition including all accessories.</li> <li>• The product hasn't been used or damaged</li> </ul>
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2.	Refunds and returns must be accompanied with a proof of purchase.
3.	All requests for refunds must be presented within 14 days of the original purchase date and be accompanied by a valid proof of purchase from the store.
4.	<p>Refunds or exchanges will not be provided on the following items:</p> <ul style="list-style-type: none"> <li>• Prescription items</li> <li>• Pharmacy medicines</li> <li>• Pharmacist only medicines</li> <li>• Vitamins</li> <li>• Baby formula</li> </ul> <p>These items are unable to be returned to stock or re-sold after leaving the premises. The storage conditions and therefore the effectiveness of these products/medications are unable to be guaranteed once this has occurred.</p>
5.	Staff must seek approval from the Retail Manager or the Pharmacist in Charge prior to processing the request.
6.	Refunds will be given in the form of the original payment.
7.	Refunds and returns will be given at the dollar value of the original price.
8.	A copy of the original request must be retained and kept in the till for verification by management.
9.	If the pharmacist in charge is unavailable, staff members should seek assistance from another staff member. In these circumstances signatures from both staff members will be required on the receipt. It should be retained and placed in the till for verification by management.
10.	<b>NB:</b> The product may be returned by Ramsay Pharmacy Services to the manufacturer to determine the nature of the problem.
References:	Australian Competition and Consumer Commission. 2020. Repair, replace, refund. [ONLINE] Available at: <a href="https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund">https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund</a> . [Accessed 31 March 2020].
Related policies, procedures, guidelines & forms:	RPS Policy #13: Disposal of Unwanted Medicines

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This document is due for review by the date shown above, after which it may become invalid. Document users should ensure that they are consulting the currently valid version of the document.

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