

Emergency Care Specialists

www.emcare.com.au

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Online Purchasing

All orders on this website must be pre-paid before fulfilment. All orders are placed in Australian dollars. In the case that you pay for an order with your credit card, we do not store your credit card number on our servers, however it may be retained by our payment gateway provider in

circumstances where this is required. In the case of offline payment, we will contact you to arrange payment. This process must be completed before services rendered. In cases where your payment for an order fails for reasons including but not limited to insufficient card credit, or cheque dishonour, we may withhold certificate issue.

Prices and taxes

Prices are displayed to Australian visitors of this mobile application (unless otherwise marked) including GST if applicable to the product, and in Australian Dollars.

Refund policy

Emcare is happy to re-schedule your course to another day and time of your choosing or provide a refund of your course fees. An administration fee of \$20 will be taken off your payment to cover our bank and admin fees if cancelling your booking within not less than 48 hours of your course booking. This is to be done in writing (email to) If you fail to attend or do not provide email notification within 48 hours of your booked course your full course fees will be forfeited, unless extreme circumstances of your cancellation / failure to attend can be demonstrated.

Tax Invoice

Upon completion of your order, we will supply a Tax Invoice to you in the form of an email. Please ensure that the email address you have provided us is correct.

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us If you have any questions or complaints about how we collect, use, disclose, manage or store your personal information, or would like to request access or changes to the information we hold, please contact us in writing at:

Postage address: 11 Formia place, Secret Harbour, 6173, Western Australia Email: firstaid@emcare.com.au Contact number: 0438192174

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