

REFUND POLICY

SpecApps

This Refund Policy (Policy) applies to the following purchases: Annual Subscription

1. CUSTOMER SATISFACTION IS OUR PRIORITY

SpecApps offers a refund in accordance with Australian Consumer Law and the terms set out in this policy.

Any benefits set out in this Policy may apply in addition to consumer's rights under the Australian Consumer Law.

Please read the privacy policy and terms and conditions before making a purchase, so you understand your rights as well as what you can expect from us in the event you are not happy with your purchase. By purchasing and using MedRem, you indicate acceptance of this Policy.

2. AUSTRALIAN CONSUMER LAW

(a) Under the Australian Consumer Law:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled;

to cancel your subscription with us: and
to a refund for the unused portion, or to compensation for its reduced value, if you are subscribed to an annual subscription.

(b) We offer refunds in accordance with Australian Consumer Law.

(c) The Australian Consumer Law provides a set of Consumer Guarantees which protect consumers when they buy goods and services.

(d) If the Australian Consumer Law applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the Australian Consumer Law will prevail.

(e) Further information about the Australian Consumer Law and these Consumer Guarantees is available from the website of the Australian Competition and Consumer Commission.

(f) If a product or service which you purchased from us has a major failure (as defined in the Australian Consumer Law) then you may be entitled to a refund or part thereof. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that failure.

(3) CHANGE OF MIND

(a) In the event that you receive the products or services which you purchased, as stated, but simply

change your mind, we may, at our discretion, offer you a refund provided that:

- (i) you notify us within 270 days of the beginning of your subscription.
- (ii) the following conditions are satisfied:

The customer notifies SpecApps by email at info@medrem.com.au or via the website (medrem.com.au) of their discontinuance of using MedRem. Customer must include their name, mobile number and NDIS Plan number (if applicable). The customer must delete their subscription within the MedRem app, which will be identified by MedRem servers. Refund will be calculated on a pro rata basis dependent on how many days are left on the subscription.

Notification within the 270 day period only applies to annual subscriptions. Notifications made after the 270 day period will not incur a refund. Discontinuance of using the MedRem app will incur a forfeit of funds already paid.

- (b) The customer acknowledges that in discontinuing their subscription, an administration fee of \$99.00 will be incurred. This fee will be deducted from the refund once calculated.

(4) EXCEPTIONS

Notwithstanding the other provisions of this Policy, we may refuse to provide a refund for a service purchased if;

- (a) you have used the service to cause disruption, harassment, or any other inappropriate behaviour by using the app towards any person.
- (b) any other exceptions under Australian Consumer Law.

(5) RESPONSE TIME

We aim to process any claims for refunds within 28 days of having received them.

(6) HOW REFUNDS OCCUR

- (a) You may contact us to discuss a refund using the details at the end of this Policy.
- (b) We will pay any refunds the same form as the original purchase or to the same account or credit card that was used to make the original purchase, unless otherwise determined in our sole discretion.
- (c) Proof of purchase must be provided in the form of Name, Mobile Number and NDIS Plan number (if applicable).

(7) CONTACT US

If you wish to speak to us about this Policy or about any refund, you may contact us at info@medrem.com.au