



Compulsory Additional Requirements for Online Health Aids and Appliances Providers:

These requirements are in addition to the mandatory criteria listed above

1. The health aid and appliances provider must operate a distribution centre located within Australia and must ensure the items supplied are fully operational.
2. Client care and after-sales/hire care:

Online health aid and appliance providers must have in place each of the following:

- A clear and accurate description of the devices sold (or hired) online;
- Provision of operating and safety instructions and other relevant advice with the sale (or hire) of the appliance/s;
- A customer service contact phone number available Monday to Friday during business hours 9:00am to 5:00pm Australian Eastern Daylight Time (AEDT), at a minimum;
- Appropriate product support including the provision of an owner's manual
- Clear instructions on how to place an order, lodge a warranty claim, request a refund, return purchased (or hired) appliances and access after sales/hire care;
- A comprehensive terms and conditions policy outlining at a minimum the obligations of the buyer, returns and refunds, warranty, privacy and cancellation policies. These must be easily accessible via the company's website;
- Frequently asked questions which include questions relating to devices sold (or hired) and terms and conditions; and
- Provision of, at a minimum, the manufacturer's warranty for all health aids and appliances available for purchase (or hire).

3. Sale/hire & billing of health aids and appliances:

An online health aid and appliances provider must meet all Bupa requirements before benefits are payable for services provided by them.

Records of online purchases (or hire) must be maintained. These must include all relevant details such as the customer details and product supplied.