Thank you for purchasing through AMS and supporting a local small business!

SPECIAL ORDERS

We are always happy to special order at AMS. We ask that a 50% deposit is paid prior to the item being ordered and the remainder is paid when the item is picked up. Once the item has arrived in-store we ask that you please pickup within 7 days for local customers.

SPECIAL ORDERS – CANCELLATION POLICY

All special orders placed at AMS for stock not currently in-store naturally incur a freight charge from our suppliers. We understand that sometimes cancellations will occur and in the event an item has already been shipped to us there will be a 20% total value non-refundable deposit, plus any freight charge *to and from* the store if the item is being returned. Some suppliers do charge a restocking fee which will also be forwarded on. *If an item has not been shipped 100% of the deposit will be refundable.*

CHANGE OF MIND / NON-SUITABILITY POLICY

We offer a 48 hour change of mind policy as long as items are in as new condition, include their original undamaged packaging with receipt, free from defects and odor, clean and in resellable condition. *This does not include wheelchairs, scooters and lift chairs. We also cannot return any shower, bedding, toilet or disposable equipment that has been 'wet tested' or slept/sat on due to hygiene reasons.* If an item has been delivered and setup in-home by AMS it will incur a retrieval fee to be determined by size/difficulty of delivery, unless the item has been established to be faulty.

LAYBY & EXTENDED HOLDS

We offer a 6 month layby on all items at AMS over $500. *We ask that a 15% non-refundable deposit be paid to secure the item. In the event we are unable to contact you within 14 days of layby expiry the item will go back on sale and any deposits will forfeit after 180 days of no contact.* In the event your layby item goes on sale after placing it on layby one of our friendly team will call you and apply the discount for you, if overpayment has occured you will be refunded the difference.