

Myotherapy Association Shopping Cart and Refund/Exchanges Policy

A shopping cart on an online retailer's site is a piece of software that facilitates the purchase of a product or service. It accepts the customer's payment and arranges the distribution of that information to the merchant, and/or payment gateway.

This policy addresses some of the commonly asked questions and issues experienced with online transactions from time to time.

What are your payment methods?

We accept MasterCard and Visa credit cards only. We have a secure website which allows you to pay online through our payment gateway.

Is it safe to pay online?

Yes, we have a secure website and the Myotherapy Association has an SSL Certificate installed on our website which encrypts all data transmitted.

What if there is an error with my transaction or if I change my mind?

If you have encountered an error and additional require support, please contact our customer service team on 03 9418 3913 or email admin@myotherapy.org.au

Refunds on Postage on Merchandise:

If any product need to be returned to MA after purchase, products must be returned in original sale within 14 days of the purchase date. MA Tax invoice/Receipts must be presented with refund requests. No refunds or exchanges will be honoured after this period. Any products returned that are damaged or not as new will not be refunded. It is the responsibility of the purchaser to ensure adequate packaging of returned products, as the Myotherapy Association Australia take no responsibility for damage in transit. Please allow fourteen (14) business days for the processing of refunds. Refunds will only be deposited to bank accounts, no cash refunds nor will refunds be applied to credit cards.

Refund Policy on MA membership fee:

Refunds are not available on paid Myotherapy Association Memberships fees.

Do you store my information?

Information on how we collect and store your information can be found in more detail in our [Privacy Policy](#).

Questions about the Shopping Cart and Refund/Exchanges Policy should be sent to admin@myotherapy.org.au