

Supportive Start – Breast Pump Hire Terms and Conditions

Version: 1.0

Effective Date: 1 April 2026

Last Updated: 1 April 2026

1. Agreement

- By hiring equipment from Supportive Start (“we”, “us”, “our”), you (“the customer”, “you”) agree to be bound by these Terms and Conditions, including any applicable Fee Schedule.

2. Nature of Equipment

- The breast pumps provided are hospital-grade medical devices intended to support breastfeeding.
- The equipment is supplied on a hire basis only and remains the property of Supportive Start at all times.
- Use of the equipment is undertaken at your own discretion and risk.
- We do not provide medical advice.

3. No Medical Guarantee

- We make no representation or warranty that:
 - The breast pump will achieve any particular outcome, including milk production or supply
 - The equipment is suitable for your individual circumstances
- Breastfeeding outcomes vary between individuals.
- The equipment is not a substitute for professional medical care, advice, or treatment.

4. Brand Affiliation Disclaimer

- Supportive Start is an independent breast pump hire service.
- We are not affiliated with, endorsed by, or authorised by Medela or any other manufacturer.
- Any reference to brand names is for descriptive purposes only and does not imply any partnership or endorsement.
- All trademarks remain the property of their respective owners.

5. Customer Responsibilities

- You agree to:
 - Use the equipment in accordance with manufacturer instructions and our guidance
 - Seek advice from a qualified healthcare professional where appropriate
 - Maintain safe and hygienic use at all times

6. Hygiene and Personal Use Components

- The pump motor is a multi-user device.
- Personal accessories (including shields, tubing, valves, and bottles):
 - Must be purchased new or appropriately sanitised prior to use
- You are responsible for maintaining hygiene standards during the hire period.

7. Equipment Condition and Faults

- All equipment is tested and cleaned prior to hire.
- If a fault arises:
 - You must notify us promptly
- We will, at our discretion:
 - Repair or replace the equipment, or
 - Refund unused hire time
- We are not liable for indirect or consequential loss.

8. Limitation of Liability

- To the maximum extent permitted by law:
 - We are not liable for:
 - Injury, illness, infection, or adverse outcomes
 - Breastfeeding outcomes or milk supply issues
 - We are not responsible for misuse or failure to follow instructions
 - Our liability is limited to the hire fees paid
- Nothing in these Terms excludes rights under the Australian Consumer Law.

9. Hire Period

- Hire begins on the agreed delivery or collection date.
- Continued possession of the equipment constitutes ongoing hire.

10. Payments and Billing Authorisation

- By providing your payment details, you authorise Supportive Start to charge your nominated payment method for:

- Ongoing weekly hire fees
- Any applicable fees outlined in these Terms and Conditions and Appendix A
- Payments may be processed via secure third-party providers, including Stripe.
- Where recurring billing applies:
 - Charges will be automatically deducted on a weekly basis
 - Billing will continue until the hire is cancelled or equipment returned
 - You are responsible for ensuring sufficient funds are available.

11. Fees and Charges

- All fees and charges are set out in Appendix A – Fee Schedule.
- Fees applicable at the time of booking will apply to your hire.
- We reserve the right to update fees in accordance with Appendix A.

12. Security Deposit (Bond)

- A refundable bond may be required prior to hire.
- Deductions may be made for:
 - Damage
 - Loss or theft
 - Cleaning

13. Damage, Loss, or Theft

- You are responsible for the equipment during the hire period.
- You agree to:
 - Return the equipment in good condition (fair wear and tear excepted)
 - Pay repair or replacement costs where required
 - Pay full replacement cost if lost or stolen

14. Returns

- Equipment must be returned:
 - On or before the agreed date
 - In clean condition
- Late returns may incur additional charges.

15. Delivery and Collection

- Delivery and collection may be offered for a fee.
- You must ensure safe access.
- We are not liable for delays outside our control.

16. Cancellation and Refunds

- Cancellation fees may apply prior to delivery.
- No refunds for unused hire periods once commenced, except where required by law.

17. Indemnity

- You agree to indemnify Supportive Start against claims, damages, or liabilities arising from:
 - Your use of the equipment
 - Breach of these Terms

18. Privacy

- We collect personal information for booking and hire management purposes only and will not disclose it except as required by law.

19. Governing Law

- These Terms are governed by the laws of Victoria, Australia.

20. Amendments

- We may update these Terms from time to time. The version applicable at the time of hire will apply.

Appendix A – Fee Schedule

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This Fee Schedule forms part of the Terms and Conditions.

1. Hire Fees

Item Fee

Weekly hire fee \$[XX] per week

Minimum hire period [e.g. 1 week]

<i>Item</i>	<i>Fee</i>
Weekly hire fee	\$35 per week
Minimum hire period	2 week periods

2. Security Deposit (Bond)

<i>Item</i>	<i>Fee</i>
Bond	\$750

3. Replacement and Damage Costs

<i>Item</i>	<i>Fee</i>
Full replacement cost (Medela Symphony)	\$3,500
Damaged components	Cost of repair or replacement

4. Late Return Fees

<i>Item</i>	<i>Fee</i>
Late return fee	\$15 per day

5. Cleaning Fees

<i>Item</i>	<i>Fee</i>
Cleaning fee (if required)	\$20

6. Delivery and Collection

<i>Item</i>	<i>Fee</i>
Delivery (and collection) Fee – Zone 1	\$30
Delivery (and collection) Fee – Zone 1 (expedited)	\$80
Delivery (and collection) Fee – Zone 2	\$40
Delivery (and collection) Fee – Zone 2 (expedited)	\$90
Delivery (and collection) Fee – Zone 3	\$50
Delivery (and collection) Fee – Zone 3 (expedited)	\$100

7. Cancellation Fees

<i>Item</i>	<i>Fee</i>
Cancellation >3 days before delivery	No charge
Cancellation <3 days before delivery	\$25
After hire commencement	No refund

8. Additional Accessories

- Product prices listed on website

9. Payment Terms

- Payments are processed in advance unless otherwise agreed
- Recurring charges may apply
- Payment is processed via Stripe or other approved providers

10. Amendments to Fees

- Supportive Start may update this Fee Schedule at any time.
- Fees in effect at the time of booking apply.