

My Care Kit – Frequently Asked Questions (FAQs)

My voucher isn't working.

There are a couple of troubleshooting techniques you can try if you are receiving an error message. The first, is when selecting the voucher type make sure to select 'promo code'. The second is to double check the code you are entering. Some of letters and numbers look very similar e.g., the number 1 and the letter l or the number 0 and the letter O.

You will need to input your contact details on the order form to be able to redeem the voucher. If you are experiencing other issues with your voucher code, please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday.

Can I receive a new voucher if mine isn't working?

Yes. Please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday. The service team can help you arrange a new one. Alternatively, you can phone BCNA's Helpline on **1800 500 258**. BCNA's Helpline is open 9.00am to 5.00pm AEST Monday to Friday.

I've lost my voucher. Can I receive another one?

Yes. Please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday. The service team can help you arrange a new one. Alternatively, you can phone BCNA's Helpline on **1800 500 258**. BCNA's Helpline is open 9.00am to 5.00pm AEST Monday to Friday.

I don't have access to the internet or computer.

If you have a family member or friend with access to a computer and the internet, they could redeem the voucher on your behalf. They will just need to enter your contact details on Berlei's website to be able to redeem your voucher.

BCNA will continue to send post-surgery bras. If you cannot redeem the online voucher because you cannot access the internet, please speak with your Breast Care Nurse, or call BCNA's Helpline on 1800 500 258 to order a Berlei post-surgery bra. BCNA's Helpline is open 9.00am to 5.00pm AEST Monday to Friday. Please keep in mind, due to the ongoing impact of COVID-19 causing stock issues, your order may be placed on a waitlist. You will be notified of any delays by BCNA staff.

Does the voucher have an expiry date?

Yes. The voucher will expire on 31 December 2022 at 11.59pm.

I received my voucher in late December and don't have long to use it. If I need more time, can I contact someone to see if they can extend my voucher?

Vouchers with an expiry date of December 31st, 2021, have been extended to December 31st, 2022. You can use your code as normal on Berlei's website. For any further concerns, please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday.

Can I use the voucher for other post-surgery bras?

Yes. The voucher can be used for any of Berlei's post-surgery bras or any other items on Berlei's website. The voucher is not just limited to Berlei's bra range.

What bras in the Berlei range are appropriate for post-surgery?

- **Berlei Post-Surgery Bra** (Product Code: Y130W). Designed to wear up to 6-12 weeks after surgery.
- **Berlei Post-Surgery Mesh Bra** (Product Code: YYCJ). Designed to wear 12 weeks after surgery.
- **Berlei Post-Surgery Active Bra** (Product Code: YXVV). Designed to wear 12 weeks after surgery.
- **Berlei Wirefree bras**. Can be worn 12 weeks after surgery.

Can I use the voucher on sale items on the website?

Yes. You can use the voucher on any items on Berlei's website.

The size of the product/s I received is incorrect. Can I return and exchange it?

Please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday. The service team will assist you to arrange a different size or item and direct you on how to return your items.

The product I like on Berlei's website is out of stock. What should I do? Can I place it on back order?

If an item is out of stock, the item cannot be placed into 'bag' for purchase. To find out when the item might return to stock, please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday.

I've ordered an item with my voucher but I also need soft forms because I have had a mastectomy. Can I still order soft forms?

Yes. If you require soft forms, BCNA can assist you. BCNA can send a maximum of 2 free soft forms. Please call BCNA's Helpline on **1800 500 258** to order soft forms. BCNA's Helpline is open 9.00am to 5.00pm AEST Monday to Friday.

I have a bra on back order but would like a voucher. Can I request a voucher?

Yes. If you would prefer a voucher rather than wait for your bra, we will remove your bra from back order.

Can I try the Berlei products on in store and use the voucher in store or ask the sales assistant to redeem the voucher on my behalf online?

The voucher is online only and cannot be redeemed in store. Berlei do not have their own individual stores. It would be best to take down the size and product that you like and go online at home to redeem your voucher for the product/s.

I'm a health professional, can I order a voucher for my patient and still put a bra on back order for them?

Based on your patient's preference, you will need to select either a voucher or a post-surgery bra.

I'm a health professional, can I order a voucher and also order soft forms and an extender as well for my patient?

Yes. When you are placing the order for the voucher on the health professional portal you can also order soft forms and an extender if required at the same time. The voucher and other items will be sent in the same package.

I'm a health professional and I have my patient's product which does not fit. Can I send it back?

Please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday. They can assist you with how to return the item/s.

I'm a health professional, can I have the voucher ordered to my workplace to give to my patient?

Yes. If you select 'send to nurse' on the BCNA health professional portal, the voucher and any other items ordered will be sent to you to pass onto your patient.

I would prefer not to use the voucher.

That's okay. The voucher will eventually expire if not used. There is no need to return it.

Who can I call if I have questions not answered on the FAQs?

Please contact Berlei Customer Service on **1800 269 561**. The service team is available 9.00am to 4.00pm AEST Monday to Friday.

My Care Kit

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