

The product is damaged or not working properly. What do I do?

Occasionally, the product you receive may have been damaged in transit, is not working properly, or may have a missing part. When that happens, please contact our customer service team on 0452 433 138.

We will pay for the postage of the broken item back to us for repair. If it cannot be repaired, we will send you a brand new replacement.

Change of Mind

We accept all change of mind returns as long as :

- - It is lodged within 3 days of delivery
- - It is in its original packaging, including instruction manuals and all accessories
- - The Box/Packaging is unworn, unopened, unused and in its original condition
- - Any sewn-in/Attached labels are still attached

Do bear in mind that all postage charges are the responsibility of the customer and refunds will incur a 10% administration and handling fee to a minimum of \$9.00

The packaging product isn't the same as what was shown on the website. What do I do?

In rare circumstances, product descriptions may be slightly inaccurate due to new models being released or features being added or removed. If you receive a product from us that is not as described on the website, we will gladly accept your return. We pay for postage of the product back to us and can offer you a full refund or store credit.

I want to cancel my order. Can I?

As long as the order has not been sent for picking and packing in the warehouse you can cancel your order. Please contact us as soon as possible if you wish to cancel. If the item has left our warehouse please wait for the item to arrive before organising a return. Do note that once the order has left our warehouse, postage back to us will not be covered and a 10% handling fee will be charged.

Once the return has been approved, how will I receive the refund?

Once we verified the return, we will refund back to the original payment channels.

How long can I get the refund ?

Refunds will be issued within 3 working days once we received the returned item.

Return to sender

If your parcel is marked as return to sender due to incorrect address, refusal, not known at address, or similar, an extra fee of \$10.00 will be incurred, and you will have to pay for the shipping fee as well if you still want the **packaging supplies** to be sent.