

## Returns Policy

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Our return policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return your item must be unused and in the same condition that you received it. It must also be in the original packaging. Several types of goods are exempt from being returned. Perishable goods cannot be returned. To complete your return, we require a receipt or proof of purchase. Please **do not** send your purchase back to the manufacturer. There are certain situations where only partial refunds are granted: \* Book with obvious signs of use \* Any item not in its original condition, is damaged or missing parts for reasons not due to our error. \* Any item that is returned more than 14 days after delivery

### REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, funds are subject to your banks processing times.

### MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [sales@mychai.au](mailto:sales@mychai.au).

### SALE ITEMS

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### EXCHANGES

We only replace items if they are defective or damaged. If you need to exchange it for the same item, please send us an email at [sales@mychai.au](mailto:sales@mychai.au).

### GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you. If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will

send a refund to the gift giver and inform them of the return.

### SHIPPING

To return a product email us at [sales@mychai.au](mailto:sales@mychai.au). As all shipping costs are non-refundable, you will be responsible for paying for your own shipping costs to return your item/s in all circumstances. If you receive a refund, the cost of return shipping will also be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you may vary. If you are shipping an item over \$75, we always recommend using consider using a trackable shipping service or purchasing shipping insurance as we cannot guarantee that we will receive your returned item.