

Terms & Conditions

Last updated: 31/12/2025

Welcome to **Christine Andrews** (“we”, “us”, “our”). These Terms & Conditions (“Terms”) govern your use of our website and the purchase of wine coolers and accessories (“Products”) from us in Australia.

By placing an order, creating an account, or clicking “I agree”, you acknowledge that you have read, understood, and agree to be bound by these Terms, our Privacy Policy, and any other policies posted on this website.

1. About Us

- Legal name: Christine Andrews
- ABN: 19201214758
- Registered address: 289 Harcourt Street, Teneriffe, 4005, QLD, Australia
- Contact: inquiries@christineandrews.com.au | +61451877965

2. Eligibility

You confirm you are at least 18 years old and purchasing Products for domestic or small business use.

3. Orders, Pricing & Payment

- Prices are in Australian dollars and include GST unless stated otherwise.
- Your order is an offer to buy. A contract forms when we issue a dispatch confirmation.
- We accept payments through Shopify. If there is an alternative payment method not provided, please contact us.

4. Delivery

- We ship Australia-wide. Estimated delivery times are shown at checkout.
- Cost of delivery is shown at checkout
- Risk passes on delivery; title passes once payment is received.

- If delivery is delayed beyond a reasonable time, you may have rights under the ACL.

5. Returns & Consumer Guarantees

5.1 Automatic Consumer Guarantees

Under the **Australian Consumer Law**, you have automatic guarantees that our products will:

- Be of acceptable quality
- Match their description
- Be fit for purpose

These rights **cannot be excluded** and apply for a **reasonable period**, based on product type and price.

5.2 Remedies

If a product fails to meet these guarantees:

- **Major failure** → refund or replacement
- **Minor failure** → replacement

Contact us at support@christineandrews.com.au with proof of purchase and proof of failure with photos and/or videos, plus an explanation of what the failure is.

5.3 Change-of-Mind Returns

We accept returns for change of mind if:

- Product is **unopened** and in original condition
- Return is requested within **30 days** of delivery
- **Customer pays return shipping**
- If the product is returned damaged (whether by you or the postage company) and/or not in the original condition, we will contact you to advise our decision to refund you or not. Please therefore take care when returning the product and which company you use to return the product to us.

5.4 Damaged or Faulty Goods

If your product arrives damaged or has a manufacturing fault:

- We cover return shipping

- You receive a full refund or replacement

6. Privacy

We handle personal information in accordance with our **Privacy Policy**, consistent with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**.

7. Limitation of Liability

Nothing in these Terms excludes your rights under the ACL. To the extent permitted by law, our liability for non-ACL claims is limited to re-supplying the product or paying the cost of re-supply.

8. Governing Law

These Terms are governed by the laws of **Queensland, Australia**.

9. Contact

Questions or complaints: support@christineandrews.com.au