

# Refunds & Returns Policy

---

## Overview

Our Refunds & Returns Policy complies with the Australian Consumer Law (ACL).

## Consumer Guarantees

- Products come with guarantees that cannot be excluded under the ACL.
- You are entitled to a refund or replacement for a major failure and compensation for any other reasonably foreseeable loss or damage.
- You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Change-of-Mind Returns

- Accepted within 30 days of delivery.
- Products must be unopened and in original condition.
- Customer pays return shipping.

## Damaged or Faulty Goods

- If your product arrives damaged or has a manufacturing fault, we will cover return shipping and provide a full refund or replacement.

## How to Request a Return

- Contact us at [inquiries@christineandrews.com.au](mailto:inquiries@christineandrews.com.au) with proof of purchase and details of the issue.
- We will provide instructions for returning the product.