

Returns Policy

This Returns Policy applies to all purchases made through our website and is governed by the Australian Consumer Law (ACL) as set out in the Competition and Consumer Act 2010 (Cth) and the Fair Trading Act 2010 (WA).

Your Rights Under Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund 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

Please choose carefully as we do not offer refunds or exchanges for change of mind. At our discretion, we may offer an exchange or store credit if the product is returned in its original, unopened and unused condition within 14 days of purchase.

Faulty, Damaged or Incorrect Items

If you receive a faulty, damaged or incorrect item, please contact us within 7 days of receiving your order. We may request photographic evidence of the issue. Once approved, we will provide instructions on how to return the item at no cost to you. We will then arrange a repair, replacement or refund as appropriate.

Returns Process

To initiate a return, please contact us via email with your order details and reason for return. Returned items must be securely packaged. We recommend using a trackable postage service. We are not responsible for items lost or damaged in transit when being returned to us.

Exclusions

For health and safety reasons, we cannot accept returns on personal care items, opened essential oils, or consumable products unless they are faulty or not as described.

Contact Us

If you have any questions about this Returns Policy, please contact us via the details provided on our website.