Policy	Bush Balms Refund and Returns

1 Policy Statement

Upon receipt of your order, please immediately inspect the order for any faulty or incorrectly described products. We will happily accept return of any products that are faulty or incorrectly described (excluding products damaged in transit) if:

(a) we are notified within 7 days of receipt of the order of the fault or issue;

(b) the products are unused with the original labelling still attached; and

(c) the products are in the original packaging.

We are unable to offer a refund, replacement or exchange for products damaged in transit or as a result of a change of mind. If we are satisfied that the products are faulty or incorrectly described, we may either:

(a) refund you the cost of the products; or

(b) replace the products at no cost to you.

When returning products to us, you are responsible for the associated costs, however we will ship any replacement products back to you at no charge. We recommend that you use registered post as we will not take responsibility for products not received if you attempt to return them via non-registered post.

Please return products to:

Bush Balm by Purple House
PO Box 5060
Alice Springs, NT, 0871 Australia

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Once received, please allow up to 7 business days to process your return and issue a refund or replace the products. We will contact you once we have processed the return.

NOTE: We will not refund any delivery fees that you paid to have the original order shipped.

If in our reasonable opinion the returned products do not comply with this clause, we will ship the products back to you at your expense without refunding or replacing the item.

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