

## RETURNS AND EXCHANGE POLICY

Greenacres want you to be completely satisfied with your purchase(s). Our participants and staff have put a lot of pride, time and effort into making our products for you to enjoy. If you are unhappy with your purchase, please read our policies below. We appreciate your patience and understanding.

### General

1. Refunds and exchanges will be processed within 5 working days of Greenacres receiving your return.
2. With the exception of items purchased using an eGift Card, refunds will be applied to the same payment method used for the original purchase of the item(s).
3. As we are unable to refund amounts to an eGift Card, items purchased via this method may be exchanged for an item of the equal or higher value, provided you pay the difference in the purchase price. Our customer service team will contact you to manage additional payment before the new item(s) is sent.
4. With the exception of faulty items:
  - 4.1 the item(s) must be unused and in the original, resalable condition,
  - 4.2 the item(s) must be returned to Greenacres within one calendar month of their original purchase date. Refund or exchange requests received outside of this date may be refused, and
  - 4.3 the postage cost will be at your own expense.
5. Proof of purchase must be provided.
6. The postage cost for refunds and exchanges are at the expense of the customer. Please ensure items are securely packed. Greenacres is not responsible for damage or loss from transport in the process of returning any item(s). We encourage you to track your parcel. Alternatively, Greenacres will accept returns to our warehouse either in person between 9:00am and 4:00pm Monday to Friday (AEST) or via post. The address of our warehouse is:

Building 1,  
4 Ralph Black Drive  
North Wollongong NSW 2500
7. Refunds for change of mind are only available on full-priced items. However, we will happily exchange the item for one of equal or higher value, provided you pay the difference in the purchase price. Our customer service team will contact you to manage additional payment before the new item(s) is sent.
8. Please contact the customer services team if you have any queries or require assistance by calling 1800 462 446 between 9:00 am and 4:00 pm Monday to Friday (AEST) or emailing [orders@greenacres.net.au](mailto:orders@greenacres.net.au).

### Faulty Goods

9. Greenacres does not want you to be unsatisfied with the quality of our products. If you have received a faulty item or an item you purchased is not to the standard that you or we would

expect, at your request, we will happily repair or replace the item or refund your money. If you believe the item is faulty, please contact us immediately via [orders@Greenacres.net.au](mailto:orders@Greenacres.net.au) and we will contact you so you can explain the problem and we can discuss options available to you under Australian Consumer Law.

10. Greenacres reserves the right to ask you to prove that you did not cause or create the fault in the item.

Please note: Consumer guarantees do not apply where the item was damaged due to abnormal use or misuse.

## Processing and Shipping

11. Items sent via standard shipping within Australia can take 2-7 business days to arrive after dispatch but this time may vary depending on your location and circumstances within the delivery network.
12. Items sent via express shipping within Australia can take 1-4 business days to arrive after dispatch but this time may vary depending on your location.
13. Orders placed on weekends/public holidays will be processed the following business day.
14. During peak seasons, sale and promotional periods, orders may take up to 14 business days to be delivered.