

At Living and Giving we realise that things don't always go as expected, and sometimes goods may have to be returned – a product may be defective, you have received the wrong item, or maybe you have just changed your mind.

This policy is in addition to your statutory rights under the Trade Practices Act. For more information, please visit the Department of Fair Trading website.

General Returns Policy

If a product is wrongly described, different from a sample shown or doesn't do what it is supposed to do, you may choose between a replacement, credit or refund. Living and Giving will pay all return freight charges. Please note the incorrectly sent item will need to be returned and arrive in its original condition. All returns will be settled within 48 Hours of acceptance into Living and Giving's premises.

How to request a return for defective product.

STEP 1. Please contact us **as soon as the problem arises** via our online contact form or on (+61 7 37202477) stating your order number, the item(s) you are returning and details of the problem.

STEP 2. Our Customer Experience Team will then issue a Return Authorisation Number (RA#) and provide you with a Reply Paid address. Please feature the RA# prominently on the outer packaging when you send it back to us. Please do not write the number on the item packaging itself. The RA# is valid for 14 days so please return the item immediately. Living and Giving is responsible for shipping charges to return the item to us.

STEP 3. Once the item is received by us, and provided the returned item meets our defective items criteria, we will provide you with a credit to your account, a replacement product or a full refund to your original method of payment. This will be actioned within 48 hours of receiving the item including notification to you.

'Change of mind' Returns

Change of Mind Items. If you change your mind about the product you purchased from Living and Giving (up to a value of **AU\$500.00** per item), you are welcome to return the product to us.

For a credit to be issued, the item must be returned to us in its **original condition - undamaged and unopened, including the outer packaging**. Once the item is returned and

assessed, we will provide you with a credit for the product amount only (excludes delivery).

Please note that we are unable to accept 'change of mind' returns for bulk orders (i.e. 2 or more of the same product).

How to request a Change of Mind return

STEP 1. Please contact us **within 7 days of delivery of the item** via our online contact form e-mail or (+61 7 37202477) stating your order number and the item(s) you are returning. Our Customer Experience Team will then issue a Return Authorisation Number (RA#) by email which will contain all relevant return information.

STEP 2. Return the item to Living and Giving using the address provided. The RA# is valid for 7 days, so please return the item immediately. Please feature the RA# prominently on the outer packaging when you send it back to us. Please do not write the number on the item packaging itself.

You are responsible for all costs to facilitate the return of the item to us. **Living and Giving does not accept any liability for returned items until they have been received by us.** For high value items, we recommend using an insured and trackable delivery method. Please ensure the item is packaged securely and appropriately for transportation.

STEP 3. Please allow 72 hours for the return to be processed. Once the item has been received and assessed, we will provide a credit to you or refund the amount of the purchase to the method you used to make the original purchase.

Warranty Claims

Warrantable Items. A warrantable item is one which is covered by a manufacturer's warranty. This applies to an item that has a defect and is therefore considered to be "unfit for the purpose for which it was intended".

How to request a Warranty Claim

STEP 1. Please contact us **as soon as the problem arises** via our online contact form e-mail or Tel (+61 37202477) stating your order number, the item(s) you are returning and details of the problem.

STEP 2. Our Customer Experience Team will advise you of the process to request a claim. Living and Giving will take responsibility for all items that require warranty action and you as the customer will not need to be involved with the manufacture. As the warranty will be

handled by Living and Giving our Customer Experience Team will issue a RA# and provide you with a Reply Paid address. Please feature the RA# prominently on the outer packaging when you send it back to us. Please do not write the number on the item packaging itself. The RA# is valid for 14 days, so please return the item immediately. Living and Giving is responsible for shipping charges to return the item to our premises...

STEP 4. Once we receive the item, it will be assessed by our Returns Department and a replacement will be immediately dispatched. Alternatively if a replacement is not available we will advise of a delivery date. You have the right to apply refund or credit action if you choose.